

## Senior Technical Support M365

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Company: Larsen & Toubro Infotech Ltd

Location: Poland

Category: computer-and-mathematical

## Senior Technical Support M365

Job Req Id: 1285538

### About Us:

**Job Title : Senior Technical Support M365**

**Work Location : Warsaw Poland(Onsite)**

**Type of Hiring: Permanent**

### Job Description:

Responsibilities :

Bachelor's Degree in Computer Science, or related technical discipline

2+ years' experience in C#, C++, Java, JavaScript, or Python.

Technical Support Provide first line and escalated support to Copilot for M365 users via various channels email phone chat

Troubleshooting Diagnose and resolve technical issues related to Copilot functionality across Word Excel PowerPoint Outlook Teams and other M365 applications

Ticket Management Manage user tickets efficiently escalating complex issues as needed and ensuring timely resolution

Data Analysis Analyze support data to identify trends track bug reports and contribute to product improvement initiatives

Documentation Develop and maintain internal knowledge base articles and user guides related to Copilot features and troubleshooting procedures

Collaboration Partner effectively with development and engineering teams to provide user feedback and collaborate on bug fixes and feature enhancements

Stay Updated Continuously learn about new Copilot features M365 updates and emerging AI technologies in the productivity space

Qualifications :

Proven experience in technical support preferably within cloud based solutions or enterprise software

Demonstrated knowledge of Microsoft 365 applications and services including Word Excel PowerPoint Outlook and Teams

Familiarity with AI concepts and basic understanding of NLP or machine learning would be a plus

Excellent communication problem solving and analytical skills

Strong ability to document complex technical issues and procedures clearly and concisely

Effective teamwork and collaboration skills

Passion for technology and a desire to learn new things

Min Salary: Max Salary:

**Job Segment:** Technical Support, Cloud, Consulting, Developer, Java, Technology

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