Microsoft

Hire and train for a Microsoft Teams practice

The following quick reference is designed to guide you through developing a hiring plan for your Microsoft Teams practice. For a more comprehensive guide, download the Microsoft Teams Talent Guide.

STEP 1:
IDENTIFY ROLES

Your hiring plan should address your team's capabilities and roles as you build your Teams practice. Consult the following list of recommended roles to determine how you can leverage your existing talent and hire to fill the competencies you need.

Marketing Roles	Sales Roles	Solution Delivery Roles	Ongoing Support
Marketing Leader	Sales Leader	Pre-Sales Cloud Solution Engineer	User Support Specialist
Digital Marketing Manager	Account Executive	Functional Consultant	
Content Marketer	Business Development Representative	Solution Architect	
Graphic Designer	Customer Development Representative	Developer	
	Customer Success Manager	Project Manager	
		Change Management Consultant	

STEP 2:
RECRUITING

Sourcing skilled labor is crucial as you grow your team. We surveyed 275 partners and highlighted the top approaches for sourcing candidates.

Top Candidate Lead Sources	Total (n=275)
Referrals from employees or partnerships	63%
Posting on website	57%
LinkedIn	56%
Social media	42%
Former employees	36%
University recruiting	36%
Local technical communities	35%
Recruit from competitors	23%
Meetups	16%
Recruitment agency	4%
Other	4%

Source: Microsoft Hiring and Onboarding Playbook Study, MDC Research, June 2018

STEP 3:
TRAINING

Microsoft provides guidance for all your training needs. Consult the following list of resources as you onboard your team:

Training Event in a Box – provides a downloadable set of PowerPoints and demo scripts that you can use to train your technical team or your customers.

Office 365 Training Center – provides free, self-paced learning to help you stay current with Office 365.

Microsoft Learn – provides a wide variety of official curriculum on-demand, Microsoft 365 certification preparation courses, and hands-on learning experiences with a broad reach of Microsoft technologies.

Partner Technical Services – provides one-to-one pre-deployment guidance and developer assistance from Microsoft technical consultants to help ensure a successful implementation for your team.

Microsoft Partner Network Training Center – provides a centralized interface with in-person, virtual, and online training opportunities and certification options organized by products, competencies, certifications, and job role.

Want a more in-depth guide to building your Teams practice?
Download the Microsoft Teams Playbook.