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# Example of Escalation Engineer Job Description

Our innovative and growing company is looking to fill the role of escalation engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for escalation engineer

* Reproduce issues in-house and responding back in a timely manner
* Regular follow ups with customers and provide recommendations, updates and action plans
* Escalate issues in a timely manner according to Standard Operating Procedure
* Leverage internal technical expertise, including peers, mentors, knowledge base, community forums and other internal tools to provide the most effective solutions
* Proactive outreach to the customers
* Coordinate 3rd party engagements
* SR Reporting and trend analysis
* Documents cases, recommendations, and resolutions clearly in the CRM system (Salesforce
* Perform advanced problem analysis and isolate problems of high complexity
* You will be the technical interface between the customer and 3rd Level Engineering / Product Development, providing clear issue documentation and by leveraging productive cross-functional working relationships

## Qualifications for escalation engineer

* Adaptable, professional, courteous, motivated and work well on their own or as a member of a team
* Effective, polished interaction with customer to gather information quickly
* Ability to initiate and build effective working relationships
* Makes effective tactical decisions to help resolve cases
* Familiarity with one, or more, shell environments (BASH, sh, tcsh, ksh)
* IBM Dominos experience preferred