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# Example of Escalation Engineer Job Description

Our innovative and growing company is looking for an escalation engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for escalation engineer

* Utilize expert knowledge of Active Directory to configure, maintain, and troubleshoot AD and all associated services (DHCP, DNS, NAP)
* Drive customer escalations to resolution with Engineering
* Reproduce field issues and assist with testing in the lab
* Lead and assist in customer demos, lab and field trials
* Provide feedback and drive product enhancements to closure with Engineering and Product Management
* Act as a customer advocate in cross functional meetings
* Produce customer facing documents that explain issues root cause analysis
* Apply your Java, database, web API and UI expertise to solve critical customer escalations to R&D from our Technical Support and Production teams
* Figuring out ways to "trace the bug" utilizing state of the art troubleshooting techniques and all the tools and systems available within the R&D organization, including complex debugging
* Act as the liaison that facilitates cooperation among the different technical teams in incident resolution and ensure uptime standards of our cloud

## Qualifications for escalation engineer

* Familiar with JavaScript, JQuery, CSS and HTML
* Ability to troubleshoot complex technical situations
* 3+ years’ experience with Application Servers (Weblogic, Websphere, ) and the ability to trouble shoot them
* What makes this position unique is the need for an incredibly strong technical background, combined with leadership abilities with a history of problem solving and driving down time to resolution on service impacting events
* Within our team, we practice a trust-based working model
* Solid experience with Web & Java enterprise application services such as