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# Example of Escalation Engineer Job Description

Our innovative and growing company is looking to fill the role of escalation engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for escalation engineer

* Provide high quality data back to the product teams to help drive service improvement
* Provide consulting, resolution advice to partners that will improve the customer experience
* Work closely with our Product Development SCRUM teams who are supporting NetSuite’s customers during the resolution of customer reported product defects
* Act as a point of escalation for critical customer issues
* Ensure incoming customer issues are tracking appropriately based on urgency level calculated from business impact and severity
* Coordinate with Product Development teams on bug fixes, feature requests, and emergency issues
* Ensure that NetSuite exceeds customer expectations for support and response time SLTs
* Measure and track defect trends to identify teams with increasing maintenance responsibilities
* Provide data to management tracking urgent issues, especially after new product releases
* Respond to and resolve critical customer issues and attend urgent ad-hoc requests

## Qualifications for escalation engineer

* Network Appliance hardware and software experience
* Solarwinds or ScienceLogic(EM7) experience
* Mysql/Mssql (view, trigger, stored procedure, index, schema design and optimization)
* 2-3 years of demonstrated experience in SNMP management of Network/Storage/System Administration, including
* Experience with SNMP monitoring applications
* Detailed knowledge and demonstrated experience with Windows Server 2008/2012