



ESCALATION ENGINEER

Be the guardian of systems that make the best decision in 50ms, half a million times per second. Across three continents and seven datacenters, 24/7. More than 15000 servers..., this is enormous, so please come and help!

Have a direct impact on business and financial revenues.

Find the signal hidden in 30TB of data, as quick as lightning, using +2000 nodes on our Hadoop cluster. And constantly keep getting better at it while measuring the impact on our business.

High stakes, high rewards: 1% increase in performance may yield millions for the company. But if a single bug goes through, the Internet goes down (we're only half joking).

We are still a young company where there is still a lot to build and drive so if you feel like a problem solver, a Mac Gyver of engineering, you are more than welcome!

Challenges of this role

- Assess the importance of technical issues, coordinate action within a team of 5+ people, resolve or escalate issues to the right level
- Investigate complex problems and find innovative answers to blocking issues
- Coordinate 400+ people and the operational teams to ensure that the most critical issues are taken care of fast and efficiently
- Help influence the R&D in improving the platform's weak spots, develop tools to get an accurate map of the biggest issues, diagnose the platform automatically
- Be part of the level 2 on-duty team and help maintain a good level of service with some on call responsibilities
- You will implement measures to ensure an incident only happens once, and never again

Strong candidates qualifications

- A rock-solid taste for investigation
- Great written and oral communication in English – French desirable

- Listening and learning fast, understanding developers and production engineer's lingo
- Experience of working extensively with JIRA
- Being at ease with Windows & Linux environments
- Recent experience in incident management
- Not afraid of obstacles
- Curious and autonomous

Bonus Points:

- Good knowledge of advertising technology
- Open minded, social
- Pro-activity

Criteo R&D Culture

- **Empowerment** – We believe in hiring the best engineers in the industry and then letting them get on with what they do best – designing, coding and releasing state of the art software.
- **Mobility** – In our Voyager program our engineers get to pick which team they want to work on for 2-4 weeks, boosting collaboration, networking and maybe even leading to switching teams.
- **Agility** - We work in a fast pace environment where we build and release stuff frequently to deliver value soon and adapt to changes quickly.
- **Variety** – We have many ways to get your code to production including our Hackathon, 10% projects, Voyager and more.
- **Multicultural** – We have engineers from all over the world for you to interact and exchange ideas with.

Our culture keeps evolving, and you will be expected to contribute actively with new ideas to complement and enhance the existing programs that include frictionless internal mobility, 10% time, mentoring, technical talks, hackathons, conferences, etc.

Are you up to the challenge?

Do you want to know more about life in the R&D?

Youtube: [R&D Criteo @ Europe](#)

Our blog: <http://www.criteolabs.com>

Twitter: @CriteoEng