



ESCALATION LEAD 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. Have a direct impact on business and financial revenues.

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, operating in a competitive market, where there is still a lot to build and drive so if you feel like a problem solver, a Mac Gyver of engineering, join our Escalation team!

Challenges of this role

- Assess the importance of technical issues, diagnose, resolve or escalate issues to the right level
- Coordinate action and lead a team of 5+ people
- Investigate complex problems and find out-of-the-box solutions to blocking issues
- Coordinate with R&D peers (engineering, infrastructure, production) to ensure that the most critical issues are solved fast and efficiently
- Help 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 an excellent level of service with some on call responsibilities
- Implement actions to ensure an incident only occurs once, and will not reproduce
- Review incidents cases and provide feedback to team members, help them improve their interactions and troubleshooting skills.

Strong candidates qualifications

- A rock-solid taste for investigation, coupled with a strong sense of ownership and drive
- Great written and oral communication in English – French is a plus
- Listening and learning fast, understanding developers and production engineer's lingo
- Experience of working extensively with JIRA or any other ticketing system
- Procedural and troubleshooting documentation skills
- Being at ease with Windows & Linux environments
- Relevant experience in incident management and recent experience in mentoring/leadership
- Curious and autonomous, not afraid of obstacles
- Proactive, open minded, social



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