



ESCALATION ENGINEER

At Criteo, we have one peculiar team within our Site Reliability Engineering (SRE) department: Escalation. This is our "firemen" DevOps engineer team, which role is to secure our infrastructure and make sure it stays in line regarding business expectations.

Challenges of this role

Being an Escalation Engineer at Criteo means that you are the R&D frontline, which is challenging on many aspects. You will have to:

- Assess the importance of issues reported on Criteo infrastructure
- Troubleshoot complex issues and coordinate cross-team efforts to mitigate them
- Suggest and help implement best practices and measures so that incidents only happen once, and never again
- Make technical decisions that have a direct impact on business and financial revenues
- Ensure the continuity of the service with on-call responsibilities

What you could work on

- Handle a major failure on a datacenter over the week-end
- Drive postmortems meetings and be a key player in non-recurrence plans
- Innovate and find new ways to detect automatically the origin of incidents

Strong candidates qualifications

If we were to describe our ideal candidate for the job, he or she would have the following qualifications:

- A strong liking for investigation
- A sound knowledge of platforms at scale
- Being a quick learner
- Not afraid of changes
- Great communication skills: be able to give the right level of information at the right time to the right person
- Prior coding experience

Bonus Points:

- Prior knowledge of advertising ecosystem
- Experience in incident management
- Experience with on-call shifts

So even if you do not tick all the boxes, but are up to the challenge, please drop us a line with your resume!

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