**Escalation Engineer**

At the HCL team in Edmonton, Canada, you'll have the opportunity to turn your ideas and initiative into a career with the world's information infrastructure leader.

We’ve grown from a small local start-up, to being integrated into Dell Storage. Despite our success, we've never lost the mindset of a start-up because we realize it is precisely these values – technological excellence, creativity, innovation, initiative, team work, meritocracy -that make us who we are: the world leader in information infrastructure. We support our staff growth to the leading edge of technology and research, and our work is never boring.

Some of the benefits of working in our team:

* Competitive compensation
* Flexible work hours
* Ability to work from home/remotely when needed
* Social Events
* Free heated underground parking
* Central location without downtown hassle
* Engineering culture, casual and fun

Our core product is VPLEX, a data storage array controller by Dell, which offers:

* Seamless application mobility and data migrations, allowing organizations to non-disruptively move virtual machines and data over distance
* High availability infrastructure
* Fast data access over distance, and
* Simplified data storage provisioning.

Our work ranges:

* A wide range of complex software engineering problems, ranging from high performance, distributed algorithms to drivers, OS, communication protocols, controls, user interfaces.
* Automated distributed infrastructure. This includes automated CI/CE quality test service pipelines, developing tools and features.

**Summary:**

This is an opportunity to join a critical role within the escalation engineering team for VPLEX product line. VPLEX is a storage virtualization product that has thousands of customers. When these customers raise issues, they get raised with the call center. If the support person isn’t able to resolve the issue, it gets raised with VPLEX Escalation engineering.

You will work with escalation and development engineering to:

* Analyze code, logs, system behavior to root cause and workaround customer raised problems.
* Improve diagnostics tools.
* Assess the quality of future releases before they make it to the customer.
* Make product fixes.

**Work hours.** This role involves:

* Periodic working off-shift hours noon-1 Pm to 8-9 PM Edmonton time.
* Periodic work on weekends and government holidays (time-off work weekend and holiday work will be given).

**Must have:**

* Understanding of object oriented programming concepts
* Ability to read/write C, C++/ java, scripting (python or related)
* Excellent communication skills
* Hands on experience with Linux systems (coding, including inter-process communication)
* Analytical ability. good problem solving, debugging interest and skills
* Sense of ownership, pride of work, initiative and interest in quality
* Interest in operating systems, data storage systems and distributed computing
* General knowledge and application of engineering concepts.
* Ability to multi-task.
* Education: Masters, Bachelors, or relevant experience or technical degree.

**Bonus points** if you have:

* Familiarity with an agile environment
* Familiarity with modern open-source tools (ex. Docker, git, Ansible, etcd)
* Previous storage experience
* Network, Fibre channel, SCSI protocols