



Embedded Escalation Engineer

Microsoft · Cairo, Cairo, Egypt · 2 weeks ago · 35 applicants

- Full-time
- 10,001+ employees · Software Development
- 10 school alumni
- See how you compare to 35 applicants. [Try Premium for free](#)
- Actively recruiting

Apply

Saved

About the job

Microsoft is on a mission to empower every person and every organization on the planet, to achieve more. Our culture is centered on embracing a growth mindset, a theme of inspiring excellence, and encouraging teams and leaders to bring their best each day. In doing so, we create life-changing innovations that impact billions of lives around the world. You can help us to achieve our mission.

Interested in being on the cutting edge of Cloud Services? Then come join Microsoft as an Embedded Escalation Engineer (EEE) working with Azure SQL Cloud (MySQL & PostgreSQL) and related technologies.

We are building an engineering team within support to be “the” differentiator in the marketplace and need the best and brightest to take our Azure SQL Cloud (MySQL & PostgreSQL) solutions to the next level.

Responsibilities

Key Responsibilities:

As an Embedded Escalation Engineer (EEE), you will be an important member of the Customer Service and Support (CSS) Data and Enterprise Cloud Support Engineering Team and a virtual member of the Azure SQL Cloud (MySQL & PostgreSQL) Product Group.

As An Embedded Escalation Engineer (EEE), You Will Be An Important Member Of The Customer Service And Support (CSS) Data And Enterprise Cloud Support Engineering Team And a Virtual Member Of The Azure Data Product Group With The Following Key Responsibilities

Customer Reported Incident Management (CRI Management)

- Continuous engagement with CSS (Product support engineering team) to triage high severity cases, provide them directions/solutions to meet first day resolution (FDR)
- Where a solution is not available encouraging to escalate to Product group and making sure a solution provided for the end customer is as quick as possible
- Follow up on ageing CRIs to make sure end user CSAT for your respective product is met and is getting higher and higher.
- Keep track of Time to Resolve, Time to Escalate metrics and improve them month over month

Supportability

- Identifying trends from incoming CRIs and improve internal support tools.
- Documenting Technical Support Guides for the solutions that have been provided in the recent CRIs so CSS engineers can leverage them if the similar cases repeat in future.
- Contributing to Product Public Documentation.
- Provide continuous feedback to product groups on common customer issues to improve product's success.

Training

- Identifying training needs based on CRI analysis and developing Training plans.
- Either you be the trainer or in some cases coordinate the training from the PG SME for CSS groups.
- Maintain a log of training documentations and make CSS onboarding plans more and more efficient.
- As an escalation engineer become Product SME and lead and drive aging investigations with global CSS teams and help resolve them. During the process train the CSS engineers using the cases on hand and demonstration of product knowledge.

It's Your Chance To

- Work directly with our Azure SQL Cloud (MySQL & PostgreSQL) Product Group to provide world-class engineering support at a product component level.
- Perform complex product debugging and remediation when needed; working alongside the Azure SQL Cloud (MySQL & PostgreSQL) development teams to drive support incident resolution for configuration, code, or other service deficiencies impacting customers.
- Embedded Escalation Engineers are not expected to write product code; however, should be able to apply their code skills and understanding towards efficiently resolving support issues as appropriate.
- Identify emerging trends or recurring escalation scenarios and drive engineering opportunities to mitigate and/or eliminate them from the workflow. This can include a range of potential work item categories; such as self-healing mechanisms, transparency, automation, and/or increasing the capabilities of Azure SQL Cloud (MySQL & PostgreSQL) Services.
- The position is primarily “behind the scenes” providing engineering support to the broader Microsoft SQL Cloud (MySQL & PostgreSQL) support delivery teams for incidents that require product group engagement. At the same time, individuals should be capable and prepared to occasionally engage directly with customers to help facilitate incident resolution as appropriate.



Qualifications

Basic Qualifications

Beyond extensive technical and product focus, this role requires the ability to frame and communicate issues concisely, show exceptional attention to detail, and demonstrate the ability to build broad relationships with internal and external stakeholders. To be successful in this role, the following skills and experience are required:

- At least 3 years of experience in a customer-facing or support role in any of the following: technical engineering, developer support, IT DevOps, IT Admin/support, Systems Development, or Consulting or IT/Network Engineering
- Superior problem solving and troubleshooting skills, an ability to use various data collection tools and analyze data to identify trends and develop solutions.

Preferred Qualifications

- Experience in a Tier 2/3 environment is preferred
- BS in computer science or engineering or equivalent industry experience is preferred.
- Ability to meet Microsoft, customer and/or government security screening requirements are required. Screenings include but are not limited to the following specialized security screenings: Microsoft Cloud Background Check, Microsoft Security Screening, and Microsoft Security Clearance. Candidates are required to pass the Microsoft Cloud background check upon hire/transfer and every two years thereafter.

Technical Skills

- Strong proficiency in MySQL database management
- Familiarity with other SQL/NoSQL databases such as PostgreSQL, MongoDB, etc.
- Understanding of MySQL's underlying storage engines
- Experience with replication configuration in MySQL
- Knowledge of de-facto standards and best practices in MySQL
- Proficient in writing and optimizing SQL statements.
- Proficient knowledge and Hands-on experience using Microsoft SQL Cloud (MySQL & PostgreSQL) in Azure
- Provision MySQL instances, both in clustered and non-clustered configurations
- Ensure performance, security, and availability of databases.
- Prepare documentations, troubleshooting guides and specifications.
- Handle common database procedures, such as upgrade, backup, recovery, migration, etc.
- Profile server resource usage optimize and configure, as necessary.
- Collaborate with other team members and stakeholders.
- Microsoft Azure Platform:
- Experience with Cloud Computing & Solutions
- Microsoft Azure architecture and its components (Fabric, Compute, Storage, RDOS, Management Portal, etc.)
- Have knowledge and skills for secondary tools such as Microsoft Azure, SQL data warehouse, Azure Synapse Analytics, etc.
- Development/Coding:
- Experience with C#, JAVA, .NET, PowerShell, CLI, Microsoft Azure SQL
- Proficient understanding of code versioning tools such as {{Git / Mercurial / SVN}}
- Service engineering and/or DevOps experience at internet scale involving user data and/or software development lifecycle

Soft Skills

- Leadership - handle technically challenging and politically hot customer situations
- Strong communications skills - excellent spoken and written English communication skills and the ability to communicate complex issues clearly and concisely to a general audience.
- Ability to drive meetings and discussions remotely with authority.
- Ability to develop and nurture relationships over long distances and remote technologies like Teams.
- Ability to partner within virtual teams and execute multiple technical initiatives simultaneously.
- Ability to work collaboratively with the Engineering teams to drive architectural changes to improve system performance

Microsoft is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, religion, sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances. If you need assistance and/or a reasonable accommodation during the application or the recruiting process, please send a request via the Accommodation request form.

Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country you are applying in.

See less ^

Set alert for similar jobs

Escalation Engineer, Cairo, Cairo, Egypt

Pay range unavailable

Salary information is not available at the moment.

Are you interested in salary information for this job? Yes / No

About the company



Microsoft
17,152,960 followers

+ Follow



Messaging





Every company has a mission. What's ours? To empower every person and every organization to achieve more. We should be a force for good and that meaningful innovation contributes to a brighter world in the future and to encourage curiosity; it embraces it. Each day we make progress together by showing up as our authentic self.

Trending employee content

See more

Get ahead with Premium Career

Contact recruiters directly, see who's viewed your profile, stand out as a top applicant, and more.



Millions of members use Premium

Try Premium for free

Looking for talent?

Post a job



About

Community Guidelines

Privacy & Terms

Sales Solutions

Safety Center

Accessibility

Careers

Ad Choices

Mobile

Talent Solutions

Marketing Solutions

Advertising

Small Business



Questions?

Visit our Help Center.



Manage your account and privacy

Go to your Settings.

LinkedIn Corporation © 2022



Messaging

