

Escalation Manager

To apply for this position, click [here!](#)

IMAGINE A JOB WHERE YOU...

- Work directly with senior management on a regular basis contributing to product development and delivery
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- Enjoy a no-nonsense working environment where you collaborate with colleagues across business units
- Have tons of room for career growth and opportunity

WHAT PROBLEMS WILL YOU BE SOLVING?

An Escalation Manager is responsible for supporting released Calabrio software products and associated development processes. The Escalation Manager is responsible for maintaining communications with support organizations, assignment, prioritization, scheduling and tracking of issues for their product. The Escalation Manager receives work direction directly from an engineering manager or higher.

WHAT IS REQUIRED FOR YOU TO APPLY?

- B.S. in Computer Science or equivalent
- 3+ years of direct customer support
- 3+ years handling complex support issues on a variety of products for large cross section of customers and accounts.
- Experience working collaboratively in a fast-moving start-up environment with a team of PMs and developers

WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
- Open communication across the company
- Ambitious
- Accountable
- Customer Success!

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

Find news and information at www.calabrio.com . Follow [@Calabrio](https://twitter.com/Calabrio) on Twitter. Copyright © 2017 Calabrio, Inc.