

EBS Financials Technical Support Engineer

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Company: Oracle

Location: Romania

Category: computer-and-mathematical

Looking for Consultant/Support Engineer/Application analyst with background in Financials and SQL. Skills nice to have: Unix, PL/SQL/Java/XML. The role is 60% in delivering technical and functional support to global enterprise customers where the difference is for projects work in creating automation, creating troubleshooting content, testing new releases, delivering trainings, and creating special internal tools. Team spirit is highly required, and we are doing periodic team events.

Career Level - IC3

E-Business Suite Financials Technical Support Analyst

Job Description

As a member of the Support organization, your focus is to deliver post-sales support and solutions to the Oracle customer base while serving as an advocate for customer needs. This involves resolving post-sales non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. A primary point of contact for customers, you are responsible for facilitating customer relationships with Support and providing advice and assistance to internal Oracle employees on diverse customer situations and escalated issues.

Responsibilities

- Deliver customer service within service-level agreement for both quality and time
- Create valuable and reusable troubleshooting content
- Participate in Automation troubleshooting activities by providing feedback, submitting ideas, and creating scripts to depict and resolve software and data issues

- Engage in global or regional project activities for improving customer service and troubleshooting methodologies and tools
- Be part in testing cycles when preparing to release a new software version
- Occasionally deliver internal and external training sessions for financial software features and troubleshooting methods
- Flexibility to participate in rotational weekend and public holiday coverage as per business needs.

Qualifications

- Knowledge of accounting principles and understanding of ERP product(s), particularly the Financials (General Ledger, Payables, Receivables) aspects are essential
- Knowledge of SQL(any DB) is essential also for support engineers
- Excellent communication skills (written and verbal) in English is mandatory
- Good knowledge of business flow for technical candidates
- Candidate should have strong customer focus, analytical thinking, to constantly look for ideas and process or tools improvement and to be team player
- Nice to have technical knowledge PL/SQL, Oracle Reports, XML Publisher, JAVA technology, Unix, APEX
- Past experience in desk support for ERPs or Consultancy would be an advantage
- Experience in Oracle E-Business Suite in particular Financials would be an advantage

Why join our team

- Make a difference by helping an extensive network of high profile customers run their business
- Access to extensive library of training and certifications
- Improve theoretical as well as hands on knowledge in financial systems
- Improve database/SQL and technical skills
- Improve communication skills in interactions with both customers as well as internal team members
- Opportunity to develop/learn project management and leadership skills in one of our many global initiative
- Lead/participate in customer engagements on hot issues with visibility to C level executives
- Learn how to automate repetitive work and improve an extensive knowledge base
- Be part of an international team environment, ability to interact with different cultures to learn and grow

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