

Oracle Fusion Financials - AP - Senior Support Engineer

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Company: Oracle

Location: Romania

Category: other-general

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. As a Sr. Support Engineer, you will be the technical interface to customers, Original Equipment Manufacturers (OEMs) and Value-Added Resellers (VARs) for resolution of problems related to the installation, recommended maintenance and use of Oracle products. Have an understanding of all Oracle products in their competencies and in-depth knowledge of several products and/or platforms. Also, you should be highly experienced in multiple platforms and be able to complete assigned duties with minimal direction from management. In this position, you will routinely act independently while researching and developing solutions to customer issues. Job duties are varied and complex utilizing independent judgment. May have project lead role. 4 years experience with Core products or five years experience with Applications products and have a technical degree ., BS Computer Science/Management Information Systems/Science/Engineering/Math/Physics/Chemistry with a GPA OR (for Applications) proven professional/technical experience, ., demonstrating an understanding of Applications at a functional and technical level (preferably Oracle)

Career Level - IC3

ORACLE FUSION FINANCIALS AP - SENIOR TECHNICAL SUPPORT ENGINEER

Are you interested in being part of a dynamic and fast paced team supporting Oracle's newest Financials offering? At Oracle Fusion, we deliver Financial Management and reporting solutions in the Cloud (SaaS) and on-premise to leading companies worldwide, across multiple industries.

Department Description:

The Fusion Financials Support Team is expanding to support our rapidly increasing customer base in the Cloud (SaaS), as well as growing numbers of on-premise accounts. The team partners with Oracle Development in supporting early adopters and many other new customers. This is a unique opportunity to be part of the future of Oracle Support and help shape the product and the organization to benefit our customers and our employees.

Position Overview:

The position is for a Technical Support Professional with a functional background in Financials, ideally in Account Payables. It reports to an Oracle Customer Support Manager. Candidates should have a good understanding of Oracle Fusion Financials , Oracle EBS Accounts Payables or other ERP Financial Software knowledge.

Experience in the accounting lifecycle with knowledge of common enterprise structures setup, invoice and payments processing, tax reporting, period close processes and activities, knowledge of Financial Reporting Workspace, interfaces are highly appreciated. Support or Consulting experience with Oracle Financials (either Fusion or EBS) or other ERP Financial solution is preferred.

Responsible for providing excellence in customer service support, track-incidence, diagnosis, replication, troubleshooting, and resolution of complicated and critical cases. The focus of this position is to provide Customer Service on a technical and functional level and to ultimately drive complete and total resolution of each service incident.

Functional/Technical Knowledge & Skills:

- Excellent analytical and problem solving skills.
- Strong understanding of ERP product(s), specifically Financials
- Fusion or EBS Financials experience preferred; Fusion or EBS Accounts Payables experience desired but working knowledge of Fusion or EBS Subledger Accounting, Accounts Receivable, GL, Tax or other ERP Financial Solutions will be considered.
- Functional/Technical background in assigned product area (. Financials) and exposure to associated systems and software
- Technical skills in any of the following are desirable: RDBMS, SQL, PL SQL, XML, Java, J2EE and Oracle, and Web Services
- Understanding of structured SQL statements and how they are executed in the RDBMS (sql/Plsql) helpful
- Ability to read and decipher software Log and Trace files, Server configuration as well as the ability to act upon the finding to determine a problem resolution.
- Experience in filtering and updating complex technical knowledge for use in problem resolution.

Customer & Industry Knowledge:

- Excellent track record in providing outstanding and unparalleled customer service Ability to handle difficult or sensitive situations with diplomacy and tact

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