

# Romania Jobs Expertini®

## Senior Consultant - Fusion Procurement/SCM - foreign languages required

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Company: Oracle

Location: Romania

Category: computer-and-mathematical

### Who is Advanced Customer Services?

First of all, the People. Advanced Customer Services has more than 4000 senior technical experts globally, most of them engineers. Each of them comes with a wealth of experience in Oracle technology. Most are in long-term engagements with their customers and thus gain a unique understanding of their platforms, requirements, and business needs. Being part of Advanced Customer Services organization, you get an opportunity in the lifecycle management of the solution. As customers' operations mature, your expertise enables them to enhance product adoption and user experience. Our focus on continual service improvement models is a key differentiator. We leverage your expertise and creativity to innovate business and IT processes, improve product adoption and other aspects of lifecycle management. You may be engaged in assisting customers in their day to day queries, create extensions, enrichment to the implemented product, helping them on their journey to cloud, release management activities for quarterly releases and be a part of the customer business teams to enable them achieve their key business process KPI(s).

### Essential Duties

As a Principal Support Engineer, you will offer strategic technical support to assure the highest level of customer satisfaction. A primary focus is to create/utilize automated technology and instrumentation to diagnose, document, and resolve/avoid customer issues. You are expected to be an expert member of the technical problem solving/problem avoidance team, routinely sought after to address extremely complex, critical customer issues. Services may be frequently provided by on-site customer visits.

Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 7 years experience with Core products or eight years experience with Applications products, BS Computer Science/Management Information Systems/Science/ Engineering/Math/Physics/Chemistry with GPA OR (for Applications) proven professional/ technical experience, .. demonstrating an understanding of Applications at a functional and technical level (preferably Oracle).

### **Job Description**

As a primary point of contact for customers, should be responsible for facilitating customer relationships with Support and providing advice and assistance to internal Oracle employees on diverse customer situations and escalated issues

Experience with all aspects of the system – support, testing and Pre & Post implementation activities.

Resource should be able to independently work on Support and resolving issues

Resource should be able to investigate, analyze and provide solution for any customer specific requirements

Work with OMCS/DBA team. Knowledge of SRs, RFCs and My Oracle Support is required.

Lead the team through all aspects of service delivery.

### **Qualifications**

Cloud SCM - PO, iProc, Supplier Management, Inventory

Other Skills - ITIL Foundation, Escalation Management, Problem Management

Should have Implementation, support or upgrade of Oracle SaaS Suite of products with at-least 1 implementation experience on SaaS SCM and Procurement Cloud

Experience in understanding customer requirement

Customer facing and Good communication

Experience on working on Agile Methodology

Good communication skills

Strong Adherence to Process and be process champion

Ability to work well in a demanding customer environment and delight customers

Foreign language proficiency (Italian, German, Spanish, Dutch, Swedish)

Career Level - IC4

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