

## Advanced Support Engineer - Database

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Company: Oracle

Location: Spain

Category: computer-and-mathematical

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 Senior Systems Engineer, you will interface with the customer\*s IT staff on a regular basis. Either at the client\*s site or from a remote location, you will be responsible for resolution of moderately complex technical problems related to the installation, recommended maintenance and use and repair/workarounds for Oracle products. You should be highly experienced in some Oracle products and several platforms that are being supported. You will be expected to work with only general guidance from management while advising management on progress/status.

Job duties are varied and complex utilizing independent judgment. May have project lead role. Because of substantial customer interfacing, a demonstrated ability to work with customers on an independent basis with exceptional communication skills, while consistently achieving the highest levels of customer satisfaction is essential. A Bachelor\*s degree in Computer Science, Engineering or equivalent experience is preferred with five

years related experience. Experience with Oracle\*s core products, applications, and tools is important.

**As part of Oracle's employment process candidates will be required to successfully complete a pre-employment screening process. This will involve identity and employment verification, professional references, education verification and professional qualifications and memberships (if applicable).**

### **Advanced Support Engineer - CSS**

Are you a creative engineer who loves a challenge? Solve the complex puzzles you've been dreaming of as our Advanced Support Engineer. If you have a passion for innovation in tech, we want you on our team!

Oracle is a technology leader that's changing how the world does business – and our Customer Success Services (CSS) team supports over 6,000 companies around the world. Connected Customer Service Delivery is a Global Customer Support Delivery Org providing IT Monitoring and Management Services for customers. One of the key services supported is Oracle Advanced Management for Hybrid Cloud (AM4HC) and Advanced Monitoring & Resolution (AM&R) services where the delivery is provided remote and connected. We take responsibility for day to day operations and uptime, freeing our Customers to focus on user needs and their key strategic differentiators. One of the main pillar in the service is the people who is customer focused with highly skilled experts for Oracle hardware and software stack. Service is delivered 24x7 with a tiered support model and clear roles and responsibilities. The T3 Technology teams would be responsible for Incident, Problems and Change tickets while working them.

We're looking for an experienced and self-motivated engineer with strong communications skills and experience in Oracle Database (DBA) technology (RDBMS / GI / RAC / based in Madrid (Spain) and being European Union citizen. Join the team of highly skilled technical experts who build and maintain our clients' technical landscapes through tailored support services. You will work closely with other teams and stakeholders involved in the service like Technical Leader (TL/PSE Primary Support Engineers) and TAM (Technical Account Managers) maintaining the customer environments at an optimal level of availability.

### **Why work at Oracle**

A competitive salary with exciting benefits

Flexible and remote working

Learning and development opportunities to advance your career

An Employee Assistance Program to support your mental health

Employee resource groups that champion our diverse communities

Core benefits such as medical, life insurance, and access to retirement planning

An inclusive culture that celebrates what makes you unique

### **What you'll do**

You'll support the operation of infrastructure and platform deployments, delivering services that drive customer success and innovation.

Provide production operation support for Oracle Database environments.

Ensure operational stability of the customers' environment by handling and documenting technical requirements for incidents, change requests, and proactive management tasks as required.

Support the stability, availability, and performance of critical business systems

Understand the customers technology requirements and the role our support plays in their success, managing Incidents, Problems and Changes tickets supporting it.

Resolve tickets with expedience and diligence.

Regular review and update of assigned Incident, Problem and Change tickets.

Create, update and maintain knowledge articles, runbooks.

Work closely with other T3 teams as required and communicate with other T3 teams to resolve technical challenges and to work issues to resolution: Ability to resolve, report, and identify technology specific issues.

Provide 24x7 Support working on a shift service model 365x7x24 (three shifts per day, weekdays, weekends, and bank holidays) based on Madrid – Spain.

Travel availability to other countries.

Operate Exadata and other Oracle Infrastructure Platform products.

Thorough understanding of the Oracle Database architecture.

Analyze product problems to find resolutions

Resolve new and complex issues, research technical enquiries, and handle user problems.

Ability to communicate technical aspects to business and technical stakeholders. Spanish and English language is mandatory (Written and Verbal).

Experience in remote services delivery.

Experience in troubleshooting (Incident and Problem Management) using ticketing tools (Oracle Advance Support Portal) and My Oracle Support (MOS).

Experience in Change Management Process (Recommend, justify, and implement the required changes).

**We also use...**

Exadata (physical / virtualized) and Oracle Database Appliance (ODA)

Oracle DBA and Oracle Secure Backup (OSB)

Real Application Clusters and Grid Infrastructure

Audit Vault / Database Vault / Data Masking

Oracle Data Guard

Oracle Recovery Manager (RMAN)

Oracle Automatic Storage Management

Oracle Golden Gate

Oracle Enterprise Manager (OEM) and Grid Control

Oracle Cloud Infrastructure (OCI)

At Oracle, we don't just respect differences — we celebrate them. We believe that innovation starts with inclusion, and that to create the future, we need people with a diverse set of

backgrounds, perspectives, and abilities. That's why we're committed to creating a workplace where all kinds of people can do their best work. When everyone's voice is heard and valued, we're inspired to go beyond what's been done before.

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