

Systems Analyst 4-Support

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Company: Oracle

Location: Spain

Category: computer-and-mathematical

This role is highly technical and is named to customers to provide technical leadership and advice to other delivery teams to maximize customer satisfaction, assure Quality and maintain control of the services delivered in close collaboration with the ACS Technical Account Manager (TAM) to customers. The PSE is responsible to manage the technical resolution of critical Incidents when the customer's business function is down.

As the technical leader, the PSE works closely and directly with customer representatives, TAM, and different AM&R tiers to ensure that the services described in the AM&R contract are delivered efficiently and with the highest standards of quality. The PSE role is mainly focused on technical proactive support which is a key differentiator in the AM&R support model. The PSE tracks the AM&R service delivery very closely and continuously in order to quickly detect and address any possible gaps.

We're looking for a Senior Professional with technical hands-on expertise in one of the following areas: Linux/Solaris OS, Cloud OCI, Oracle Database, Exacta, MDW components, Oracle Apps.

At least 10 years experience in a senior technical role within an IT support organisation

Expert level expertise in Oracle software products

Expert level expertise in one or more Oracle engineered systems products is desirable.

Expert level in Cloud based services.

Strong background and work experience in an IT support discipline

Excellent written, verbal and presentation communication skills in English.

Proven ability to work with English speaking customers.

Excellent computer skills (spreadsheet, documents, presentations)

Proven ability to work with Fortune 100 customers in pressured or escalation situations

Excellent interpersonal skills and a collaborative working style

Ability to challenge and debate issues of importance to the organization

Persuasive with details and facts

Delegate responsibilities effectively

Experience in working internationally

Continuous approach to self-improvement

Degree in a relevant discipline or equivalent experience

Maintain and develop own technical skills

Maintain high levels of customer satisfaction

Be aligned with both customer and TAM to ensure a service delivery within the contractual scope

Keep a high level of service delivery quality (control, predictability and consistency)

Maintain the operational stability of customer environments

Ensure service delivery efficiency by pushing standardized processes and tools

Communicate new growth opportunities to management

Overall customer support and satisfaction

Internal Customer Subject Matter Expert

Technical Service Subject Matter Expert

Lead technical resource for:

Critical Incidents

Problem Management

Proactive Support

Change Management

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