

Odoo Support & Technical Engineer Jobs In Abu Dhabi | Black Pearl Consult

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Location: abu dhabi

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We are currently in search of an Odoo Support and Technical Engineer for our Client, a reputable company that specializes in valves, fittings, drilling, anodes, wire, cables, and various other products related to the oil and gas industry. The position is based in Abu Dhabi.

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Responsibilities

Will perform in an application support role providing techno-functional support to the Odoo Applications including Purchasing, HR, Finance, Sales or Project Module.

To ensure proper computer operations so that end users can accomplish organizational tasks.

This includes receiving, prioritizing, documenting and actively resolving end user help requests. Problem resolution may involve the use of diagnostics and help request tracking tools, as well as require that the individual give hands-on help at the desktop level

Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution

Identify and learn appropriate software and hardware used and supported by the organization

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Requirement

Develop material using Odoo Application for the above-mentioned modules

Document test cases and scripts and perform functionality and patch testing, diagnose and debug problems, work with Odoo Application support to resolve issues

Gather business requirements and develop and update documentation including business process flows, functional and technical design documents, and training materials

Work directly with other support personnel, end users, external consulting partner and other outside vendors as required

Perform routine backups and archival of files stored on the network to assist with disaster recovery

Maintain network and workstation hardware and software

Desktop / Laptop, Printers & Scanners and IP Phones Support

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