

# United Arab Emirates Jobs Expertini®

## Principal Customer Success Services Engineer - Infrastructure

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Company: Oracle

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

### What you will do

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 an Advisory Systems Engineer, you are expected to be an expert member of the problem-solving/avoidance team and be highly skilled in solving extremely complex (often previously unknown), critical customer issues. Performing the assigned duties with a high level of autonomy and reporting to management on customer status and technical matters on a regular basis, you will be expected to work with very limited guidance from management. Further, the Advisory Systems Engineer is sought by customers and Oracle employees to provide expert technical advice.

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. Because of substantial customer interfacing, a demonstrated ability to work with customers on an independent basis with exceptional

communication skills, while consistently achieving the absolute highest levels of customer satisfaction. Both a Bachelor's and Master's degree in Computer Science, Engineering or equivalent experience 8 years related experience prior to taking this position. In addition, experience with Oracle's core products, applications, and tools.

**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).**

### **Who is Customer Success Services (CSS)?**

Customer Success Services (CSS) has more than 8000 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.

CSS is a global organization, operating in 100+ countries for 20+ years, with a wealth of customers across all industries. Thousands of customers around the globe rely on Advanced Customer Services for high performance and the efficient operation of their most critical business processes on Oracle environments.

What we are looking for

We are looking for a **Principal Success Services Engineer** who will be responsible of Cloud infrastructure domain of CSS customer solutions for OnPrem, private, public multi-cloud , understanding the Customer Business and Industry requirements to provide the best service solution.

Our competent CSS Engineers have the mission to:

- a) Develop and manage the technical relationship with a designated account(s) in order to maximize the value of Advanced Customer Support to the customer,
- b) Develop and maintain trusted relationships with the other Oracle contacts within designated account(s) and relevant third parties,
- c) Act as the technical primary point of contact for Oracle CSS
- d) Safeguard customer satisfaction, and renewal, through quality delivery and added value.

### **Responsibilities:**

Delivering high quality technical services to Oracle CSS Customers

Ensuring adherence to internal methodology, tools and quality standards

Identifying required/recommended actions on customers systems as main output of service delivery, based on own knowledge and experience

Understanding customer requirements and based on own skills and experience, being able to design the proper architecture using the most appropriate products and design a technical plan to integrate them and implement the technical solution.

Analyzing, troubleshooting and solving whenever feasible, the issues the customer may face using Oracle products.

Active participation on services development

Active collaboration with other engineers in the team or in other teams, to share knowledge, experiences, and others which can benefit CSS Business results

### **Technical Qualifications:**

Oracle Sun Solaris OS, Network and Cluster Administration, Solaris 8, 9, 10, 11

Oracle Sun Hardware V/T/M-Series SPARC and x86 design, implementation, support

OVM, Xen, PDoms, LDoms, zones, SVM, UFS, ZFS, NFS, Flash Archive, Jump start, AI Installer

Oracle Cloud IaaS: VCN, ADs, Instance, Storage, IAM, LB, and DNS

Oracle Engineered Systems, SuperCluster, Exadata, Private Cloud Appliance (PCA), ZFS Storage and Backup Appliances, InfiniBand Switches and OLVM

Valuable skills on DevOps, Ansible, Terraform and Oracle Cloud Infrastructure (OCI)

### **Other Qualifications:**

University Degree in Computer science or similar

Strong English written/verbal communications (French; Spanish or German will be also valued)

Self-motivated individual who works well in a team environment

Excellent Incident and Problem Management skills

Flexibility to visit or work at customer premises

Flexibility to travel (~ 25% of the time) in the region (EMEA)

Flexibility to be “on-call” as part of a rotating 24x7 support model, shared across team members, covering technical support off-business hours

Experience in working as part of Global/ Matrixed/ Remote teams

Self-driven, ability to work under minimal supervision

Excellent Analytical skills

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