Principal Engineer with Experience on Oracle SOA with Administration and development (Kuwait / UAE)

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Company: Oracle

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

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)

Are you a creative engineer who loves a challenge? Solve the complex puzzles you've been dreaming of as our Advanced Services 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. We're looking for an experienced and self-motivated engineer to work on customer premises in UAE as our IDM Specialist. Join the team of highly skilled technical experts who build and maintain our clients' technical landscapes through tailored support services.

Customer Success Services (CSS) is an organization providing tailored mission critical support services for the full Oracle Product Stack. Customer Success Services understands the customer's needs and helps them to increase availability, improve performance, mitigate risk and save cost.

CSS is looking for Engineers skilled and with real experience on Middleware technologies mainly on SOA related products and architectures. Engineers with experience in installation and configuration in highly available environments, patching, administration and monitoring, troubleshooting, and the design of SOA and BPM based solutions to cover the requirements transmitted by a customer.

It is preferred engineer with experience in Oracle EBS integrations using SOA suite.

Experience in any Oracle Applications is a plus.

Experience in integrations with any Cloud platform is a plus.

What you will do

We are looking for flexible and open-minded experts, able to work with different technologies, and address complex architectures, on premises, cloud, or Hybrid environments. We look for engineers who can quickly learn and who are willing to work with new and innovative products

and solutions, and who are capable to interact and collaborate with people in different teams globally to provide always the best-tailored solution to Oracle customers.

CSS offers a professional context where engineers can develop themselves constantly and where they can always be in touch with the most innovative technologies both in on-prem and in cloud environments.

CSS Engineers have the mission

1. To develop and manage the technical relationship with a designated account(s) in order to maximize the value of CSS to the customer,

2. To develop and maintain trusted relationships with the other Oracle contacts within designated account(s) and relevant third parties,

3. To act as the technical primary point of contact for Oracle Support and

4. To safeguard customer satisfaction, and renewal, through quality delivery and added value.

RESPONSIBILITIES:

· Experience on areas like installation and configuration, patching, administration, monitoring, troubleshooting.

· Experience with highly available environments.

· Experience on the design of SOA, OSB and BPM based solutions and architectures which cover requirements transmitted by a customer.

· Engage directly in architectural tasks and collaborate with colleagues to implement best practices specific to the projects.

· Detect and address performance challenges, security issues, and other technical concerns proactively.

· Development background will be considered a plus.

We also use

· SOA and Integration PaaS Services (SOACS, OIC, …)

· Oracle Service Bus (OSB/ESB)

· B2B

· MFT

· Business Rules

· Experience with BPEL, Mediators, and SOA adapters (SOAP, Rest, database, JSON, …);
Web Services Manager

· Business Process Management Suite (BPM Process Composer; Process Spaces;

Workspace)

· BAM

· JDeveloper, Java

· Related Products

WebLogic Server

Coherence

WebTier (Apache, Oracle HTTP Server, Oracle WebCache)

What we will offer

· 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

Our Ideal Candidate

In addition to the technical capabilities, our ideal candidate is a person who could:

· Deliver high quality technical results to CSS Customers;

· Strong communication, organization skills presentation skills, Excellent problem-solving and analytical skills.

· Understand 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.

· Analyze, troubleshoot and solve whenever feasible, the issues the customer may face using Oracle products.

· Identify required/recommended actions on Customer systems as main output of service delivery, based on own knowledge and experience;

· Escalate at the right time customer issues to Technical Account Manager where relevant;

· Ensure adherence to internal methodology, tools and quality standards;

· Actively participate on Services development;

· Actively collaborate with other engineers in the team or in other teams, to share

knowledge, experiences and others, which can benefit CSS Business results.

· Able to learn latest technologies and assist customers by delivering services using those technologies.

 REQUIREMENTS:

· University Degree

· Excellent communication and technical documentation writing skills

· Development background will be valued.

· Experience with any Cloud platform will be valued.

· Fluent English (other additional languages will be also valued)

· Availability to travel and work onsite at customers by not less than 50%

· Availability to work 24x7

· At least 8 years' experience.

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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