

United States Jobs Expertini®

Oracle EBS/Cloud Support Analyst

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Company: Laitram

Location: United States

Category: computer-and-mathematical

This position is not currently eligible for work authorization sponsorship.

Intralox, L.L.C., the world leader in conveyor equipment solutions utilizing modular plastic conveyor belts, has a position available for an Oracle EBS/Cloud Support Analyst in our Digital Solutions group. Intralox is a division of Laitram, L.L.C., with an extensive portfolio of innovative conveyance solutions and services that improve lives and optimize businesses worldwide. Our global workforce of over 4,000 employees in 20+ countries consist of reliable problem solvers, continuously developing and directly delivering solutions that have driven our customers' growth worldwide for more than 50 years. Intralox was founded on the principle of doing the right thing, by treating customers, employees, and suppliers with honesty, fairness, and respect. We invest heavily in these values and aim to practice our business philosophy principles every day, which is why we have been consistently recognized for innovation and workplace excellence. We believe in the power of a good idea no matter where it comes from, using trust as the foundation to how we work, and that self-managed people are our greatest asset

Responsibilities:

Manage service desk Oracle EBS and Oracle Cloud Applications support queue, gather support details, and resolve incidents within established SLAs

Primary focus to resolve Incident and Problem management related to the Oracle Supply Chain Planning Cloud application and related OIC integration

Daily review and triage of the Oracle Supply Chain Planning Cloud, Supply Planning "Plan

Load' errors/exceptions; investigate, analyze, and resolve errors by directly correcting or reaching out to responsible parties

Monitor and triage Oracle Supply Chain Planning Cloud/EBS integration errors and triage for resolution; escalate to appropriate technical team as needed

Identify and provide workarounds to end users when a root cause resolution is not possible in the near term

Identify reproducible incidents without a permanent resolution and promote them to Known Problem status for evaluation

Ensure all incident communication is properly documented in ServiceNow

Work with end users to gather all relevant documentation related to incident support

Perform functional configuration and maintenance for ERP systems based on changing operational and business needs

Research transactional issues, identify root cause and drive resolution

Empower end users and Subject Matter Experts by providing "how-to" training when needed to resolve incidents based on improper system usage

Create documentation such as "how-to" documentation for incorporation into the ServiceNow Knowledge Base

Analyze existing support processes and identify areas for improvement or optimization

Assist in the testing and deployment of Oracle upgrades and Patches

Co-ordinate with cross-functional team and leverage expertise to drive efficiency opportunities by identifying people, process and technology gaps

Collaborate closely with Intralox DS Equipment Oracle team, PM, and BRM as needed assign, and escalate incidents needing development effort or configuration changes to the proper functional or technical team

Requirements:

B.S. in Computer Science, Information systems, or related curriculum

Minimum 5 years hands-on experience working as an Oracle E-Business Suite (EBS) Support Analyst in a complex, multi-organization business environment

Minimum 2-3 years' experience in implementation or supporting Oracle Advanced Supply Chain Planning (ASCP) or Oracle Supply Chain Planning Cloud

Expertise with Oracle EBS, with an emphasis on Order Management, Procurement, Discrete Manufacturing modules

Highly Preferred: 2+ years' experience in Oracle Supply Chain Planning Cloud Supply Planning and Demand Management

Interest in and passion for learning and working in a fast-paced environment

Strong functional knowledge of Oracle R12.2 is necessary

Experience in Oracle Fusion Cloud Applications is preferred

SQL expertise to support technical analysis and discovery for troubleshooting issues

Experience working within a professional IT organization in a support/analyst or QA capacity

Experience working with ServiceNow or similar service desk platforms

Strong interpersonal and communication skills: Ability to communicate technical concepts to non-technical resources

Strong grasp and understanding of ITIL and ITSM principles and best practices

Professional customer-focused approach in helping users solve problems

Limited travel required

This position is not currently eligible for work authorization sponsorship.#LI-Remote

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