CSS Principal Fusion Middleware Engineer (Saudi)

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Company: Oracle

Location: Saudi Arabia

Category: other-general

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 passionate about problem solving? If you are enthusiastic to learn cutting edge technologies, you have interest in innovation and you are customer-centric- we want you with us!

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 work side by side with customers to understand their unique business goals and requirements—helping them maximize their investment, minimize risk, and achieve more. Join the team of highly skilled technical experts who build and maintain our clients' technical landscapes through tailored support services.

What you will do

As a Principal Fusion Middleware engineer in Oracle CSS you will:

• Assess and analyse customers business needs to make sure that Oracle solutions meets the customer's objectives.

• Assist customers in their overall Journey to Cloud.

• Ensure Oracle cloud technologies are leveraged appropriately using best practices.

• Be the Oracle Solution Delivery authority to ensure that customers make informed decisions regarding scope to achieve beneficial solutions cost effectiveness, quality and reusability.

• Providing technical guidance on Oracle cloud and/or on-premise solutions to customer and other Oracle team members to underpin successful delivery.

• Support solutions around multi-cloud and hybrid cloud setups.

• Maintain the Oracle Solution to make sure the customer demands needs will be met. Platforms for Oracle solutions are on premise, cloud or hybrid running various workloads

• Working closely with the Technical Account Manager to ensure that the individual work streams are technically well managed.

• Be the main contact for new business opportunities by supporting our presales team. Identifies

and promotes opportunities for sales of Oracle products and services to support business growth.

Job Requirements, Skills and Qualifications

• Lead Oracle Fusion Middleware based projects range from hands-on technical services to advisory consulting support for Oracle Fusion Middleware technologies, including Oracle WebLogic Server (WLS), Oracle SOA/BPM Suite , Oracle HTTP Server (OHS) , Oracle WebCenter Portal, Sites and Content, Oracle Identity & Access Management, OIM, OAS and ODI

• Perform as-is and to-be architecture analysis and develop physical and logical architecture models for the application, web and mid-tier environments.

• Ability to develop High-availability design, configuration, and maintenance, including clustering and load balancing for fusion middleware components.

• Ensure enterprise applications are running effectively at all times, which includes continuous monitoring and ensuring every reasonable effort is made to restore service as quickly as possible in the event of an outage.

• Demonstrate the ability to manage multiple environments (DEV, TEST, QA, PRD, DR etc.,) effectively and account for differences in each environment.

• 10+ Years in delivering Oracle solutions and/or transformation programs ideally using cloud technologies.

• Experience in installation, administration and performance tune Oracle SOA in single node and clustered environment

What we will offer you

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

A competitive salary with exciting benefits

We believe in a development-focused culture, where employees have opportunities to learn, grow and find purpose.

Innovation starts with inclusion at Oracle. We are committed to creating a workplace

where all kinds of people can be themselves and do their best work. It's when everyone's voice is heard and valued, that we are inspired to go beyond what's been done before. That's why we need people with diverse backgrounds, beliefs, and abilities to help us create the future, and are proud to be an affirmative-action equal opportunity employer.

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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