

# Colombia Jobs Expertini®

## Database Cloud Specialist

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Company: Oracle

Location: Colombia

Category: computer-and-mathematical

Job: Database Cloud Specialist

Experience: 10+ years

Language: Fluency in Spanish and English is required - Portuguese is a differential

Working Days: Monday to Friday / 09:00AM to 6:00PM

### **Job Description:**

Oracle is making huge global investments to deliver the most open, secure, reliable and transformative Cloud platform to help our customers through their generational shift to the cloud. We are reengineering our vast array of software and hardware assets and retooling our sales and engineering practices. With Oracle's deeply innovative culture, unique track record of delivering most popular software platforms and its unparalleled ability to maintain a pulse of the enterprise customers – we are the only company on the planet that is delivering the most compelling services at every layer of the cloud.

Inside Oracle – we are fast-growing; fast moving engineering and product group focused on delivering Oracle's next generation infrastructure-as-a-service platform. We are on a mission to deliver a massively scalable global infrastructure cloud platform that is a hallmark of innovation, reliability and efficiency. This platform will show our customers the promise of infinite, on-demand, globally scalable infrastructure capacity that they can use to deliver efficient, productive and compliant services to their customers.

The Oracle Cloud organization is looking for a Database Cloud Specialist to be customers advisor, guiding through the best practices and supporting customer in different situations: Adoption, Crisis, Knowledge Exchange, Customer Advocate inside Oracle. The Technical skill

are just one part of the role, the need is also having customer centric, behavior like owner and always putting the customer at the center.

**Skills:**

Oracle Database: Exadata; 11G; 12c; 19c and 23

Backup/Restore (Rman; Datapump, Transportable Tablespace)

Oracle Database Migration: Upgrade from older versions to newer Database Versions

Database Migration from On Prem to Cloud

Database Performance Troubleshoot (AWR, ASH, TFA, exachk, oswatcher, Operational System performance tools, SQL Tuning)

Knowledge of in database Analytics, ETL, OLAP and Machine Learning functionality a plus

Excellent problem-solving skills, with a demonstrated ability to identify issues, solve them quickly and thoroughly, using peers and internal resources as applicable

Knowledge in Operating Systems: Linux, AIX, Solaris

Golden Gate (Migration and Troubleshoot)

Patch Apply – Mainly in Exadata Environment

Oracle RAC (11G, 12C, 19c and 23)

Oracle Data Guard – Implementation & Troubleshoot

Experience in a 24x7 operational services or support environment

Must have customer service aptitude and maintain customer focus

Strong technical acumen and interpersonal skills

Strong Communication, Presentation, and speaking skills

Strong Data Center, Infrastructure, and IT Operations Exposure

Fluency in Spanish and English is required - Portuguese is a differential (written and spoken)

Easy communication not only technically but also at executive level

Being an enabler for the customer, supporting, leading and coordinating technical actions and analysis in conjunction with Oracle internal structures and other customer support teams.

Responsible for engaging with strategic and more complex customers, builds leadership relationships at multiple levels within organizations in order to solve problems and implement solutions. Works directly with customers to understand problems, improve architectures and translates business needs into solutions. Creates and distributes technical assets (white papers, solution code, blog posts, and video demonstrations).

Provides leadership and expertise in the resolution of problems. Maintains expertise by

staying current on emerging technologies. Acts as an acknowledged authority for customers and sales on technical cloud solutions and customer success. Viewed by peers as a leader and top contributor and by line management as a key business partner. Identifies gaps and enhancements to influence engineering roadmaps for customer driven features. Maintains expertise by staying current on emerging technologies.

**Main Activities:**

Be a Technical Advisor for the customers

Driving customers through the Database/OCI Best Practices

Help customers in identify technical improvements

Help customer adoption new Oracle tech (Exadata, Database Newer Versions, Cloud, etc)

Customer Centric, behavior like owner

Support customer in troubleshoot (different scenarios)

Support in communication with Oracle Support Team

Lead critical Situations

Communication: Tech and Executive Level

Meetings and Cadence with clients

Strong Teamwork

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