**Principal Advanced Services Engineer Database and Exadata**

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Company: Oracle

Location: Bogotá

Category: other-general

The team's main responsibility is to troubleshoot highly complex technical issues related to the Oracle Database and Exadata stack and within areas like Real Application Clusters, High Availability, Data Guard, Corruption, Backup and Recovery, RMAN, Performance, Memory Management, Parallel query, Query tuning, Storage, ASM, Security, Networking, Storage and Linux operating system. The Engineer should have good hands on experience on Linux, Unix and/or Solaris platforms. The selected candidates are expected to work in partnership with customers, other support engineers and developers to deliver a superior ownership experience to the customer. The selected candidate will have opportunities to become an Expert in Oracle Database, Exadata and Cloud technologies. The candidate will be widely regarded as a subject matter expert in their current role and will demonstrate the ability to resolve complex problems or identify acceptable workarounds. He/she should be able to perform their assigned duties with a great degree of independence requiring minimal direction. The Engineer is expected to be a key member of the technical problem solving as well as problem avoidance team, routinely sought after to address extremely complex, critical customer issues.

**Technical Skills:**

The main role of a Support engineer is to troubleshoot highly complex technical problems (related to Oracle Database/Exadata) requiring a high level of technical expertise. Extensive knowledge and solid troubleshooting experience in all areas of Oracle database technology.

Advanced level skills in RAC, ASM, Performance tuning, HA, Backup and

RecoveryExperience in one or more of the following technical areas is a plus: Oracle Security products, Oracle Golden Gate, Exadata, Super Cluster, ZFS, ZDLRA.

Oracle Exadata - Database Machine Administration (DMA).

Oracle Exadata - implementation / configuration.

Oracle Exadata - full stack patching.

Good knowledge and technical experience on ZDLRA, ILOM, Hardware/DIMM replacement activities.

Good Experience in Oracle GoldenGate & troubleshooting skills.

General Oracle Database Administration tasks.

Experience in database upgrades, migrations, installations and patching

Good knowledge and experience on Oracle Database Backup and Recovery (RMAN).

Experience on Oracle Database High Availability, Real Application Clusters (RAC).

Implementation and Maintenance of Oracle Database Disaster Recovery, Data Guard.

Expertise in Oracle Database Performance Tuning.

Oracle Enterprise Manager - Cloud Control / Grid Control.

Good understanding of Server, Storage, Networking infrastructure.

Good understanding of Linux Server operating system, including scripting and troubleshooting.

Strong Communication, presentation, facilitation and influencing skills.

Ability to quickly learn and understand application of new technologies.

Ability to quickly grasp complex technical issues

Willingness to work in shifts and on weekends

Great problem-solving skills, with a strong bias for quality and engineering excellence at scale.
Not only must you able to identify, analyze, diagnose and troubleshoot complex problems

using appropriate tools under constraints, but able to handle with utmost professionalism without compromising customers' satisfaction.

Will have strong customer-centricity mindset and the passion to work in Service Support line of business including to provide preventive support and proactive advice

Able to work with minimal supervision, self-motivated, self-directed and take initiative to collaborate and synthesize with members locally or globally across different geographical time zone.

**Preferred Qualifications:**

Bachelor's degree in Computer Science, Information Technology, related filed or equivalent.

More than 6 years of experience as an Oracle database Administrator or Exadata Administrator.

Relevant certifications in Oracle Database, Exadata and Oracle Cloud Infrastructure are a plus.

Excellent written and spoken English communication skills. Candidate will be working remotely with high-profile customers around the world.

As a member of the CSS 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 a Principal Support Engineer, you will offer strategic technical support to assure the highest level of customer satisfaction. A primary focus is to create/utilize automated technology and instrumentation to diagnose, document, and resolve/avoid customer issues.

Communicate with corporate customers via telephone, written correspondence, and electronic service regarding finding solutions for technical problems identified in Oracle Database products.

Manage customer's escalations/expectations and ensure timely delivery of high-quality resolution on technical issue focusing on root cause analysis and prevention.

Develop and implement strategies for providing proactive support resulting in fewer incidents, increased availability, or accelerated deployments.

The prospective candidate should draw upon all resources at Oracle, to advise and consult on the use of Oracle products to avoid such problems in the future.

Educate and walk the customer through the problem-solving process.

Adopt Oracle diagnostic methodology & procedures when handling and documenting technical issues that comply with Support processes, policies & SLAs.

Collaborate on cross-team and cross-product technical issues by working with resources from other groups (. Product support, Product development etc)

Research and study product features and keep abreast of new releases and functionalities or related technologies to maintain product expertise.

Be available to work in 24x7 capabilities if an escalation requires flexibility in work schedule.

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