Oracle Cloud Application Manager

Duties & Responsibilities:

- Maintain system integrity and support continuous improvement for all the respective business entities (Australia, Malaysia, Hong Kong & Dubai)
- Support and troubleshoot Oracle Fusion Cloud ERP Modules such as Oracle Finance and HCM.
- Manage system performance and ensure integration with other systems is working smoothly.
- Serve as part of a technical team to support regional system configuration, maintenance, upgrade, patches and provide trainings and updated system documentation.
- Diagnose, troubleshoot and provide/develop solutions to complex issues in a timely manner while making sure business needs are met.
- Analyze user needs and develop software solutions that support day-to-day solutions, including Complex BI reports with the aim of optimizing operational efficiency.
- Act as single point of contact with our business partners and end users for the resolution of functionality and performance issues.
- Resolve functional and system errors as identified by Business Partners, including determining cause of incorrect data entry and infrastructure/database issues.
- In-charge of system security and auditing and ensure proper processes and documentations are in place.
- Work with database/ETL tools to develop integration between systems, ensure data integrity and perform performance fine tuning.
- Participate and coordinate quarterly upgrade and disaster recovery exercise.
- Evaluate the impact of deploying patches and software updates to Oracle Suite.
- Configure and test changes to system including reports, security access, and workflow.
- Coordinate activities between various business functional teams, respective in-country IT teams, vendor and 3rd party support team to drive open action items to closure.
- Any other job function as assigned and new responsibilities may be added as and when necessary, from time to time.

Requirements:

- At least a Bachelor's or Master's degree in a computer related field.
- Minimum 10 years of experience in similar capacity and possess strong track record and solid exposure in Oracle as a HCM and/or ERP applications/system analyst.
- Experience administering cloud-based software as a server application including co-ordination of upgrades and user testing, preferably Oracle Fusion Cloud.
- Proven competency as a systems business analyst or liaison between business and IT.
- Technically proficient in API's, SOAP, REST, SQL, PL/SQL, JSON, ASP.Net and Oracle BI reporting would be advantageous.
- Sound skills in systems analysis and reporting, supported with the ability to understand and articulate technical concepts clearly to technical and business-based staff and derive solutions.
- Experience in troubleshooting and facilitating of production issues with end users and 3rd party support team to drive towards root cause identification and resolution.
- Excellent interpersonal, verbal and written communication skills and able to work professionally with different levels of internal and external stakeholders.
- Proactive, positive, resilient and able to remain calm in high demand situations.
- Meticulous, analytical, patience, solution driven and a strong customer-centric attitude with appreciation of service delivery standards.
- Able to work independently under minimum supervision.
- Has strong integrity and ability to maintain the strictest levels of confidentiality at all times.
- Flexible and willing to work outside of standard business hours or across campuses and research partner facilities.