

Senior Technical Support Engineer

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Company: Oracle

Location: India

Category: computer-and-mathematical

The Oracle Cloud Infrastructure (OCI) team can provide you the opportunity to build and operate a suite of massive scale, integrated cloud services in a broadly distributed, multi-tenant cloud environment. OCI is committed to providing the best in cloud products that meet the needs of our customers who are tackling some of the world's biggest challenges. Our Oracle Support organization is hiring a Senior Technical Support Engineer for our exciting, newly released product that allows customers to deploy Virtual Desktop Infrastructure (VDI) easily and quickly, right out of their Oracle Cloud Infrastructure (OCI) tenancies. VDI technology allows all compute and storage to reside inside the corporate intranet, while only desktop pixels are shown to the client user through their local machine's display. The security risk of the client machine is now greatly reduced because sensitive data doesn't leave the virtual client machine inside the company's data center. 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 technical questions and issues regarding the use of and troubleshooting for our Electronic Support Services. As 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. In this position, you will routinely act independently while researching and developing solutions to customer issues.

Career Level - IC3

As a Senior Technical Support Engineer, you will be the technical interface to customers for

the resolution of problems related to the use of Oracle Cloud Services, with focus on Oracle Secure Desktop (OSD) product.

In this position you will facilitate resolution of post-sales technical customer Service Requests via electronic and phone means, as well as, technical questions regarding the use of and troubleshooting of Oracle Secure Desktop product.

Essential functions (What you will do)

This role will involve working “follow the sun” shift model and will include on-call or overtime during weekends and public holidays as needed.

- Provide exceptional customer service, technical assistance to internal and external customers
- Apply troubleshooting techniques to provide unique solutions to our customers' needs
- Ability to understand customer heterogeneous environment .
- Resolve issues timely and accurately to help the team meet expected metrics and SLAs
- Maintain the highest level of confidentiality and security regarding our customers' accounts, assigned company equipment, and company systems
- Monitor release notes to obtain understanding of new or updated services
- Prepare evaluations of services or processes and recommend improvements
- Work with Oracle's Product Engineering groups if needed.
- Display and maintain high level of professionalism all times.
- Assist in ensuring Oracle Services meet Customer Satisfaction goals
- Create knowledge documentation as necessary to assist with possible future problem resolution
- Ensure proper implementation of Corporate programs and processes
- Be perceived by customers to be the highest level of technical support Oracle Services has to offer
- Prioritize workload and advance technical problems where appropriate to the next level of expertise

Preferred Knowledge and Experience:

- Knowledge on Linux, Windows - Operating Systems
- Knowledge and Experience on VDI Technology and Identity Management
- Networking (DNS, TCP/IP), IPsec and SSL VPN, Load Balancing, Routing Protocols, SSH, Network Monitoring / Troubleshooting tools and authentication methods (2FA,RSA) basic understanding .
- Cloud services and understanding of Cloud platforms, technology and migration processes and tools.
- Deep expertise in one or more technical domains like OCI compute, storage, network, database, analytics, etc.
- Ability to read, write and understand source code.
- Strong skills in HTML, JavaScript, Python and web technologies.
- Experience creating and using web-based services with RESTful APIs.
- DevOps skills, such as Ansible, Kubernetes and terraforms.
- Positive attitude to a support role.
- Skills on Azure is advantageous and Knowledge on Oracle Database Service for Azure.
- Good understanding of Java errors especially exception stacks.
- Good team player, Collaborator and communicator working in a global environment.
- Self-motivated working style.
- Skills in troubleshooting, and problem resolution.
- Good customer interaction and organizational skills.
- Excellent verbal and written English Language communication skills

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