Oracle Database Administrator

Description

Excel Nearshore is looking for a **Oracle Database Administrator** to work with major MedTech company from the U.S. As part if the team you will support database operations for clients Oracle EBS 12.2.11 and associated systems under senior guidance. This hands-on role emphasizes learning, execution, and integrated L1/L2 support in a compliant healthcare environment, contributing to stability and automations. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- Assist with routine Oracle DBA tasks: Installation, configuration, patching, and basic performance tuning for EBS databases, concurrent processing, and workflows.
- Monitor systems (via tools) for alerts, perform backups/restores, and support DR activities to ensure high availability.
- Monitoring and managing Concurrent Managers, troubleshooting failed or long-running concurrent programs, and coordinating restarts under approved procedures.
- Assisting Senior DBA with concurrent program setup, request groups and basic scheduling adjustments as directed by senior DBA.
- Participate in application cloning and environment refresh activities, validating application configurations and resolving basic post-clone issues.
- Starting, stopping, and validating EBS application tier services (forms, web, concurrent processing) in coordination with infrastructure teams.
- Support operational health checks for the EBS application layer, identifying configuration or performance anomalies and escalating complex issues to senior DBAs or application owners.
- Handle L1/L2 ticket resolution for Oracle issues (e.g., data errors, user access) during business hours; escalate P1 incidents for on-call.
- Support integrations (EBS with Salesforce, third-party apps) by monitoring data flows and resolving basic synchronization issues.
- Implement security measures: User account management, access reviews, and compliance checks per ISO 27001/HIPAA.
- Contribute to automations: Assist in scripting for routine tasks and AIOPS pilots (e.g., automated alerting).
- Document procedures and participate in CAB; collaborate with POD teams on cross-functional issues.
- Learn from Senior DBA, focusing on medtech-specific impacts (e.g., how DB performance affects supply chain for sensory health devices).

Success Metrics:

- Maintain 99.5% uptime for supported DB environments, contributing to team SLAs and measured quarterly.
- Resolve 90% of assigned L1/L2 tickets within SLA targets (e.g., P4 within 8 business hours), with MTTR <4 hours average, tracked in ITSM.
- Achieve zero compliance violations in user access/audit tasks, supporting

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
MedTech

Job Location
Costa Rica
Remote work from: Costa Rica

Date posted
February 26, 2026

ISO
- 27001/HIPAA adherence.
- Implement 10% of automation suggestions (e.g., basic scripts) within first year, aiding cost reductions and reviewed in QBRs.
- Earn CSAT scores >4.2/5 on handled tickets, with demonstrated growth in independent handling (50% solo resolutions by month 6).

Qualifications

- 3+ years of Oracle DBA experience, including 1+ years with EBS in on-premises setups.
- Proficiency in PL/SQL, basic tuning, patching, and monitoring tools.
- Understanding of ITIL basics and ITSM ticketing.
- Awareness of PHI/data security in healthcare.
- Strong problem-solving and communication skills; ability to document clearly and seek guidance proactively.
- Bachelor's degree in Computer Science or related.

Certifications

- Oracle Certified Associate (OCA) DBA required; pursuing OCP.
- ITIL Foundation preferred.

Contacts
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