



<https://excelnearshore.com/job/oracle-soa-integration-engineer/>

Oracle SOA Integration Engineer

Description

Excel Nearshore is seeking a talented **Oracle SOA Integration Engineer** who will play a pivotal role in maintaining and optimizing Oracle SOA Suite integrations within a hybrid med-tech environment, ensuring seamless data flows between on-prem systems like Oracle EBS (v12.2.11), Agile PLM (v9.3.6), and external/cloud tools. You'll address high-volume integration challenges, reduce downtime, and contribute to AIOps initiatives, supporting our client's critical supply chain, manufacturing, and financial operations while adhering to HIPAA/PHI and ISO 27001 standards. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- Provide Level 2/3 support for Oracle SOA Suite, resolving approximately 400+ annual tickets related to integration failures, including PIP (Process Integration Pack) errors, Xpath parsing issues, and data synchronization problems between Oracle EBS (v12.2.11), Agile PLM (v9.3.6), Siebel, and external systems like Salesforce via hybrid setups.
- Troubleshoot and remediate back-office errors (BOE), stuck orders in "Submitted" status, and failure cascades in D2R PIP connectors, ensuring minimal downtime for critical supply chain and manufacturing workflows (EDI orders from Thales/UPS/FedEx).
- Perform upgrades and patching for aging SOA versions (11.1.1.5 to 12.2.1), addressing end-of-support risks and coexistence challenges with cloud middleware like MuleSoft to reduce hybrid complexity and integration latency.
- Monitor SOA performance using tools like BAM and OSB, implementing automations for error handling, purge/maintenance scripts, and proactive alerting to prevent recurring issues like VM/ESXI host downtimes or audit failures in financial modules (GL/AP/AR).
- Collaborate with cross-functional teams on ITSM processes, adhering to ITIL standards for incident management, SLAs (e.g., <4-hour resolution for P1 critical incidents), and ISO 27001 controls for secure data flows in PHI-compliant environments.
- Contribute to AIOps initiatives by automating routine tasks (e.g., complaint imports from Agile, cycle count resolutions), aiming for 10-15% year-over-year efficiency gains through process optimization.
- Contribute to QBRs to analyze trends in medical device integrations (e.g., forecasting inaccuracies in Demantra/ASCP), proposing enhancements to build client value and reduce attrition risks.

Success Metrics

- Achieve 95%+ SLA compliance for ticket resolution (e.g., resolving 90% of P2/P3 integration tickets within 8 hours), measured via ITSM tools.
- Reduce integration failure rates by 20% annually through proactive patching and automation, tracked in QBR reports against historical data.
- Contribute to 10% overall cost reductions in Y2/Y3 via AIOps

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

January 12, 2026

implementations, with zero PHI-related incidents to maintain ISO 27001 certification.

- Maintain CSAT scores >4.5/5 from business stakeholders, with at least two unsolicited value-add insights per quarter (recommending AI anomaly detection for EDI flows).

Qualifications

- Deep expertise in Oracle SOA Suite components (BPEL, OSB, BAM, Mediator) and integration patterns for on-prem environments, with proven experience in troubleshooting high-volume errors like PIP failures and data silos.
- Strong knowledge of EDI processing, XML/XPath, Web Services (SOAP/REST), and connectors like D2R PIP for PLM-ERP synchronization.
- Familiarity with healthcare standards (HIPAA/PHI, FDA guidelines) and managed services best practices, including secure handling of sensitive data in hybrid cloud-on-prem setups.
- Proficiency in scripting (PL/SQL, Shell) for maintenance, purging, and automation, plus tools like SolarWinds for monitoring ESXI/VM environments.
- Experience with ITIL/ITSM tools like Jira Service Manager for ticket escalation, governance, and SLA tracking in fast-paced, global operations (US/EMEA coverage).
- **Soft skills:** Strong client partnership abilities, such as proactive communication during escalations and identifying unexpected value-adds such as AI-driven error prediction to minimize QBR-highlighted disruptions.

Preferred Qualifications

- Bachelor's degree in Computer Science or related field.
- Oracle certifications (e.g., SOA Architect).

Job Benefits

- **Innovation:** Lead initiatives in AI audits or similar technological advancements to drive process innovation.
- **Knowledge Sharing:** Develop and deliver specialized training for new team members or cross-functional teams.
- **Industry Expertise:** Exposure to global med-tech trends via QBRs, potentially transitioning to client-facing advisory positions and to network professionally.
- High performers can advance to leading cross-client projects or contributing to ISO 27001 audits.

Contacts

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