Senior Oracle EBS O2C Functional Analyst

Description

Excel Nearshore is looking for a **Senior Oracle EBS O2C Functional Analyst** for a hands-on operational support role focused on stabilizing and optimizing end-to-end Order-to-Cash (O2C) processes within a regulated medical device environment, delivered through a managed services POD model. The role demands deep execution-level expertise, strong backend troubleshooting capabilities, intercompany transaction knowledge, and active support during financial close cycles, with clear ownership of transactional accuracy and day-to-day operational stability. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Environment: Oracle E-Business Suite R12.2 (Order Management, Advanced Pricing, Configurator, Shipping, Accounts Receivable, ECC).

Responsibilities
Key Responsibilities

- **Order-to-Cash Execution**
  - Support Order Management, Advanced Pricing, Configurator, Shipping Execution, and downstream AR interfaces.
  - Troubleshoot stuck or errored sales orders, deliveries, pick releases, ship confirmations, and interface failures.
  - Support OM-to-AR invoicing, revenue-impacting issues, and accounting failures.
  - Provide senior operational support during month-end, quarter-end, and year-end close cycles.
- **Configurator & BOM**
  - Support Oracle Configurator models, rules, and validations for configured medical device items.
  - Ensure correct BOM explosion, pricing, fulfilment, and shipping behaviour for configured orders.
  - Coordinate with Manufacturing and Planning teams to ensure configurator changes align with execution and supply constraints.
- **Logistics, Freight & Carrier Integrations**
  - Support FedEx and UPS integrations, including shipment creation, label generation, freight charges, and confirmations.
  - Troubleshoot freight, handling, and tax determination issues across OM, Shipping, and AR.
- **Intercompany & Process Constraints**
  - Support intercompany O2C flows, including IR/ISO sales orders, transfer pricing, and defaulting rules.
  - Understand and troubleshoot process constraints impacting booking, shipping, invoicing, and revenue recognition in multi-org environments.
- **Analytics & ECC**
  - Support Oracle ECC dashboards for O2C and Manufacturing KPIs.
  - Ensure transactional accuracy and consistency between Oracle EBS and ECC analytics.

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
March 6, 2026

- **Backend Analysis & Operational Support**
  - Possess a working understanding of Oracle EBS O2C table structures (OM, Shipping, AR).
  - Ability to write SQL / PL-SQL queries to analyze issues directly from backend tables when required.
  - Provide L1/L2 production support and P1 on-call coverage.
  - Perform root cause analysis (RCA) and implement corrective and preventive actions (CAPA).
  - Ensure compliance with FDA, ISO 27001, and audit requirements.

Success Metrics

- Achieve 99% order processing accuracy and 98% on-time fulfillment SLAs, measured monthly via EBS reports, reducing medtech supply chain disruptions.
- Reduce MTTR for O2C incidents by 15% YoY through RCAs and automations, tracked in ITSM tools.
- Complete 100% of quarterly compliance audits (e.g., ISO 27001/HIPAA) with zero findings in O2C areas.
- Implement 10-15% process automations (e.g., AI-flagged pricing errors) annually, contributing to Y2/Y3 cost reductions and reviewed in innovation fund reports.
- Attain CSAT scores >4.5/5 on handled tickets and QBR feedback, with demonstrated business value (e.g., 10% faster order cycles via optimizations).

Qualifications

- 7–10 years of hands-on Oracle EBS Order-to-Cash functional experience.
- Strong troubleshooting expertise across OM, Advanced Pricing, Configurator, Shipping, and AR.
- Experience with freight, tax, ATP/GOP, RMAs, and close-critical O2C processes.
- Good working knowledge of backend O2C tables, with ability to use SQL / PL-SQL for analysis and issue resolution.
- Experience supporting intercompany O2C flows and regulated medical device environments.
- Salesforce, EDI, and third-party logistics integration experience preferred.
- Familiarity with ITIL-based production support models.
- Bachelor's degree in Business, IT, or related field.

Certifications

- Oracle EBS Order-to-Cash (preferred)
- ITIL (preferred)

Contacts
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