https://excelnearshore.com/job/senior-oracle-ebs-service-techno-functional-analyst/

Senior Oracle EBS Service Techno Functional Analyst

Description

Excel Nearshore is seeking a **Senior Oracle EBS Service Techno Functional Analyst**, who will optimize clients Medical's after-sales processes within Oracle E-Business Suite (EBS) 12.2.11, focusing on Depot Repair, Service Contracts, Install Base, and Enterprise Command Center (ECC) modules. This role ensures accurate Oracle Depot Repair fulfillments, Service contract management, asset tracking, and service analytics for regulated medical devices in a medtech environment. You'll integrate L1/L2 support duties into the POD, collaborate with Salesforce Service Cloud and SCM teams, and drive automations/AIOPS to enhance customer service efficiency and reduce costs year-over-year. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- Provide techno functional expertise for Service modules: Configure and troubleshoot Depot Repair (Repairs, Replacements, Exchanges, Internal Move Orders), Service Contracts (warranty/entitlement management, renewals, SLAs), Install Base (asset registration, tracking, updates for installed equipment), and ECC (dashboards, analytics for service performance).
- Oracle EBS Depot Repair Support and configure Oracle EBS Depot Repair to manage in-house repair operations, returns, and service logistics.
    - Configure repair types, repair statuses, service activities, and charge lines (labor, material, and overhead).
    - Support integration with Inventory, BOM, WIP, and Order Management for repair execution and fulfillment.
    - Troubleshoot issues related to repair orders, RMA processing, part consumption, and costing.
    - Support depot repair reporting, reconciliation, and operational metrics.
    - Perform data fixes and validations using SQL where required.
- **Oracle EBS Service Contracts**
    - Configure and support Oracle Service Contracts for warranty and service agreement management.
    - Maintain contract templates, coverage levels, pricing rules, billing schedules, and renewals.
    - Ensure accurate entitlement determination for service requests and depot repair transactions.
    - Support contract invoicing and integration with Oracle AR and GL.
    - Troubleshoot contract validation, billing, and entitlement issues.
- **Oracle EBS Installed Base:**
    - Support Oracle Installed Base (CSI) for tracking customer assets, serialized items, and configuration history.
    - Ensure accurate asset creation and updates from shipments, returns, and service activities.
    - Manage asset relationships, hierarchies, and lifecycle events (install, move, change, retire).

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 27, 2026

    - Support integration with Depot Repair and Service Contracts for entitlement validation.
    - Monitor and resolve data integrity issues related to asset records.
- **Salesforce CRM Integration:**
    - Support and monitor integrations between Salesforce CRM and Oracle EBS Service modules.
    - Ensure accurate synchronization of:
        - Service cases and service requests
        - Repair orders and service status updates
        - Installed base and asset data
        - Service contracts, warranties, and entitlements
    - Troubleshoot integration failures, data mismatches, and performance issues.
    - Use SQL and PL/SQL to analyze data, validate transactions, and support defect resolution.
    - Support customizations including APIs, interfaces, reports, and extensions related to service modules.
    - Collaborate with middleware and development teams to support enhancements and fixes.
- **Reporting, Controls & Compliance:**
    - Support service and contract reporting using Oracle standard reports and custom queries.
    - Ensure auditability and traceability of service transactions and asset history.
    - Support SOX, quality, and internal control requirements related to service operations.
    - Handle integrated L1/L2 support: Triage and resolve Service-related tickets (e.g., contract errors, install base discrepancies, ECC report issues) during business hours (1:00 AM CT Sun – 7:00 PM CT Fri); provide on-call for P1 incidents impacting customer support or device servicing.
    - Support end-to-end service flows.
    - Conduct root cause analysis (RCA) for issues, implement corrective/preventive actions (CAPA), and optimize processes to improve service delivery in medtech contexts (e.g., ensuring Install Base traceability for FDA-regulated device recalls and maintenance).
    - Enforce compliance and security: Align Service processes with ISO 27001, HIPAA/GDPR (for PHI in service records), and FDA guidelines; manage user access (RBAC), audits, and data integrity checks.
    - Drive automations and AIOPS: Identify opportunities for AI-driven enhancements (e.g., predictive contract renewals, automated ECC insights for service trends) to support year-over-year cost reductions and innovation initiatives.
    - Collaborate with POD teams (e.g., EBS Developers, DBAs, Salesforce) on cross-functional issues; contribute to QBRs with insights on medtech trends (AI in predictive maintenance for sensory health devices).
    - Maintain documentation for configurations, business processes, and change management; participate in Change Advisory Board (CAB) reviews and user training.
    - Support minor development: Assist with custom reports/forms via Oracle Forms/Reports and testing for patches/upgrades.

Success Metrics

- Achieve 98% service contract accuracy and 99% Install Base data integrity SLAs, measured monthly via EBS/ECC reports, minimizing medtech compliance risks.
- Reduce MTTR for Service incidents by 15% YoY through RCAs and automations, tracked in ITSM tools.
- Complete 100% of quarterly compliance audits (e.g., ISO 27001/FDA) with zero findings in Service areas.
- Implement 10-15% process automations (AI-driven contract alerts) annually, contributing to yearly cost reductions and reviewed in innovation reports.
- Attain CSAT scores >4.5/5 on handled tickets and QBR feedback, with demonstrated business value (e.g., 10% faster service resolution times via optimizations).

Qualifications

- 7-10 years of techno functional experience with Oracle EBS Service modules (Depot Repair, Service Contracts, Install Base, ECC) in 12.x on-premises environments.
- Experience with Oracle Inventory, Order Management, WIP, AR, and GL.
- Strong understanding of end-to-end service flows, including integrations with CRM (e.g., Salesforce Service Cloud), ERP modules, and asset management in regulated industries like healthcare/medtech.
- Experience supporting Salesforce CRM integrations with Oracle EBS.
- Experience in SQL / PL-SQL troubleshooting supporting Oracle EBS Service Modules.
- Ability to troubleshoot complex functional and data issues across integrated systems.
- Proficiency in configuration tools (Depot Repair setups, Service contract setups, Install Base setups, ECC queries), workflow customizations, and troubleshooting (entitlement checks, asset updates).
- Familiarity with ITIL processes (incident, problem, change management) and ITSM tools for ticket handling.
- Knowledge of healthcare standards (FDA traceability, PHI handling) and ISO 27001 controls (e.g., access/logging in service data).
- Excellent analytical and communication skills; ability to translate business needs into technical solutions empathetically, focusing on impacts.
- Bachelor’s degree in Business, IT, or related field.

Certifications

- Oracle EBS Service Management Certified Implementation Specialist or equivalent.
- ITIL Foundation; CPQ or similar for contract management preferred.

Contacts

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