

PRODUCT DEVELOPMENT

Job code	FY18 Job Title	Function	Specialty Area	FY18 Global Career Level	Posting Brief Description	Posting Detailed Description	Posting Job Requirements
10760	Applications Developer - Architect	PRODEV	SWENG	IC6	Analyze, design develop, troubleshoot and debug software programs for commercial or end user applications. Writes code, completes programming and performs testing and debugging of applications.	As a member of the software engineering division, you will specify, design and implement major changes to existing software architecture. Create new architecture for a moderate size product or a portion of a major product. Build and execute unit tests and unit test plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering to ensure consistency, testability and portability across products in general.	Acknowledged expert/professional within company and/or industry nationally and internationally. Provides leadership in the development and strategic direction of new products, processes, techniques. Acts as primary consultant on large projects that effect the organization's long term objectives / strategy. BS or MS degree or equivalent experience relevant to functional area. 10 or more years of software engineering or related experience.
10710	Applications Developer 1	PRODEV	SWENG	IC1	Analyze, design develop, troubleshoot and debug software programs for commercial or end user applications. Writes code, completes programming and performs testing and debugging of applications.	As a member of the software engineering division, you will develop software according to provided design specifications. Analyze system specifications and existing business processes and information systems. Build enhancements and resolve bugs. Build and execute unit tests and unit test plans.	Work involves some problem solving with assistance and guidance in understanding and applying company policies and processes. Gaining competence in own area and acquiring a higher level understanding of role, processes and procedures. BS degree or equivalent experience relevant to functional area. 0-2 years of previous software engineering or related experience.
10720	Applications Developer 2	PRODEV	SWENG	IC2	Analyze, design develop, troubleshoot and debug software programs for commercial or end user applications. Writes code, completes programming and performs testing and debugging of applications.	As a member of the software engineering division, you will perform detailed design based on provided high level design specifications. Assist in system planning, scheduling and implementation. Build enhancements (including new product features) and resolve bugs. Build and execute unit test and unit test plans. Review integration and regression test plans created by QA. Interact with QA and porting engineering about problems in the code.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. 1 year of software engineering or related experience.
10730	Applications Developer 3	PRODEV	SWENG	IC3	Analyze, design develop, troubleshoot and debug software programs for commercial or end user applications. Writes code, completes programming and performs testing and debugging of applications.	As a member of the software engineering division, you will perform high-level design based on provided external specifications. Specify, design and implement minor changes to existing software architecture. Build highly complex enhancements and resolve complex bugs. Build and execute unit tests and unit plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering as necessary to discuss minor changes to product functionality and to ensure quality and consistency across specific products.	Duties and tasks are varied and complex needing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.
10740	Applications Developer 4	PRODEV	SWENG	IC4	Analyze, design develop, troubleshoot and debug software programs for commercial or end user applications. Writes code, completes programming and performs testing and debugging of applications.	As a member of the software engineering division, you will analyze and integrate external customer specifications. Specify, design and implement modest changes to existing software architecture. Build new products and development tools. Build and execute unit tests and unit test plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering to discuss major changes to functionality.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.

10750	Applications Developer 5	PRODEV	SWENG	IC5	Analyze, design develop, troubleshoot and debug software programs for commercial or end user applications. Writes code, completes programming and performs testing and debugging of applications.	As a member of the software engineering division, you will specify, design and implement major changes to existing software architecture. Create new architecture for a moderate size product or a portion of a major product. Build and execute unit tests and unit test plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering to ensure consistency, testability and portability across products in general.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience.
106140	Development Systems Administrator 4	PRODEV	ENGSVCS	IC4	Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in a heterogeneous environment.	Maintains passwords, data integrity and file system security for the desktop environment. Communicates highly technical information to both technical and nontechnical personnel. Recommends hardware and software solutions, including new acquisitions and upgrades. May participate in development of information technology and infrastructure projects. May conduct training programs	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area.
106150	Development Systems Administrator 5	PRODEV	ENGSVCS	IC5	Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in a heterogeneous environment.	Maintains passwords, data integrity and file system security for the desktop environment. Communicates highly technical information to both technical and nontechnical personnel. Recommends hardware and software solutions, including new acquisitions and upgrades. May participate in development of information technology and infrastructure projects. May conduct training programs	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area.
100320	Hardware Developer 2	PRODEV	HWENG	IC2	Evaluates reliability of materials, properties and techniques used in production; plans, designs and develops electronic parts, components, integrated circuitry, mechanical systems, equipment and packaging, optical systems and/or DSP systems.	Responsible for designing, developing, modifying and evaluating electronic, electro-mechanical or mechanical components, assemblies or integrated circuitry for hardware systems for the external market. Includes new design, as well as modification activities that results in significant product enhancement. Activities encompass design, analysis, testing and process development using engineering principles and methods. Technical disciplines may include electrical and logical design of printed circuit boards or integrated circuits; mechanical design of electronics enclosures or integrated circuit packaging; and embedded software/firmware design.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. 1 year of engineering or related experience.

100330	Hardware Developer 3	PRODEV	HWENG	IC3	Evaluates reliability of materials, properties and techniques used in production; plans, designs and develops electronic parts, components, integrated circuitry, mechanical systems, equipment and packaging, optical systems and/or DSP systems.	Responsible for designing, developing, modifying and evaluating electronic, electro-mechanical or mechanical components, assemblies or integrated circuitry for hardware systems for the external market. Includes new design, as well as modification activities that results in significant product enhancement. Activities encompass design, analysis, testing and process development using engineering principles and methods. Technical disciplines may include electrical and logical design of printed circuit boards or integrated circuits; mechanical design of electronics enclosures or integrated circuit packaging; and embedded software/firmware design.	Duties and tasks are varied and complex needing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. 4 years of engineering or related experience.
100340	Hardware Developer 4	PRODEV	HWENG	IC4	Evaluates reliability of materials, properties and techniques used in production; plans, designs and develops electronic parts, components, integrated circuitry, mechanical systems, equipment and packaging, optical systems and/or DSP systems.	Responsible for designing, developing, modifying and evaluating electronic, electro-mechanical or mechanical components, assemblies or integrated circuitry for hardware systems for the external market. Includes new design, as well as modification activities that results in significant product enhancement. Activities encompass design, analysis, testing and process development using engineering principles and methods. Technical disciplines may include electrical and logical design of printed circuit boards or integrated circuits; mechanical design of electronics enclosures or integrated circuit packaging; and embedded software/firmware design.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. 7 years of engineering or related experience.
100350	Hardware Developer 5	PRODEV	HWENG	IC5	Evaluates reliability of materials, properties and techniques used in production; plans, designs and develops electronic parts, components, integrated circuitry, mechanical systems, equipment and packaging, optical systems and/or DSP systems.	Responsible for designing, developing, modifying and evaluating electronic, electro-mechanical or mechanical components, assemblies or integrated circuitry for hardware systems for the external market. Includes new design, as well as modification activities that results in significant product enhancement. Activities encompass design, analysis, testing and process development using engineering principles and methods. Technical disciplines may include electrical and logical design of printed circuit boards or integrated circuits; mechanical design of electronics enclosures or integrated circuit packaging; and embedded software/firmware design.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. 8 more years of engineering or related experience.

100360	Hardware Developer 6	PRODEV	HWENG	IC6	Evaluates reliability of materials, properties and techniques used in production; plans, designs and develops electronic parts, components, integrated circuitry, mechanical systems, equipment and packaging, optical systems and/or DSP systems.	Responsible for designing, developing, modifying and evaluating electronic, electro-mechanical or mechanical components, assemblies or integrated circuitry for hardware systems for the external market. Includes new design, as well as modification activities that results in significant product enhancement. Activities encompass design, analysis, testing and process development using engineering principles and methods. Technical disciplines may include electrical and logical design of printed circuit boards or integrated circuits; mechanical design of electronics enclosures or integrated circuit packaging; and embedded software/firmware design.	Acknowledged expert/professional within company and/or industry nationally and internationally. Provides leadership in the development and strategic direction of new products, processes, techniques. Acts as primary consultant on large projects that effect the organization's long term objectives / strategy. BS or MS degree or equivalent experience relevant to functional area. 10 more years of engineering or related experience.
100450	Hardware Development Snr Director	PRODEV	HWENG	M5	Engineering management position responsible for a hardware development engineering group/team.	Engineering management position responsible for a development engineering group/team. Group activities may include responsibilities for designing, developing, modifying, verifying, characterizing, evaluating or validating, testing in the areas of integrated circuits, semiconductor process technologies, and semiconductor packaging, resulting in innovative products and services for internal or external customers and/or internal use which leverages new technology and advances Oracle's competitive advantage in the market place. Serves as a liaison with customers/partners/vendors regarding design/product features, applications and/or new product introduction. May negotiate relationships with customers, vendors and partners.	Directs and ensures the implementation of operational policies through subordinate managers Interacts internally and externally with executive management involving negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of engineering or related experience.
100460	Hardware Development VP	PRODEV	HWENG	M6	Engineering management position responsible for a hardware development engineering group/team.	Engineering management position responsible for a development engineering group/team. Group activities may include responsibilities for designing, developing, modifying, verifying, characterizing, evaluating or validating, testing in the areas of integrated circuits, semiconductor process technologies, and semiconductor packaging, resulting in innovative products and services for internal or external customers and/or internal use which leverages new technology and advances Oracle's competitive advantage in the market place. Serves as a liaison with customers/partners/vendors regarding design/product features, applications and/or new product introduction. May negotiate relationships with customers, vendors and partners.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS or MS degree or equivalent experience relevant to functional area. Successful track record in engineering management or related experience.
99858	Product Development SVP	PRODEV	SWENG	M7			

17120	Product Manager/Strategy 2-ProdDev	PRODEV	PRODMG	IC2	Work as part of a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a member of the product development division, you will define product specifications and or strategy. Gather and analyze information to define product specifications and review design specifications. Communicate product strategy and functionality. Initiate and foster relationships with other groups. Review product documentation and collateral. Ensure successful product releases based on corporate priorities.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. 1 year of software engineering or related experience.
17130	Product Manager/Strategy 3-ProdDev	PRODEV	PRODMG	IC3	Work as part of a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a member of the product development division, you will define product specifications and or strategy. Gather and analyze information to define product specifications and review design specifications. Communicate product strategy and functionality. Initiate and foster relationships with other groups. Review product documentation and collateral. Ensure successful product releases based on corporate priorities.	Duties and tasks are varied and complex, needing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.
17140	Product Manager/Strategy 4-ProdDev	PRODEV	PRODMG	IC4	Lead a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a member of the product development division, you will analyze and integrate external customer specifications. Suggest and justify product directions and specifications. Specify, design and implement moderate changes to existing software architecture. Build new products and development tools. Build and execute unit tests and unit test plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering to discuss major changes to functionality.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.
17150	Product Manager/Strategy 5-ProdDev	PRODEV	PRODMG	IC5	Lead a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a member of the product development division, you will specify, design and implement major changes to existing software architecture. Define project needs. Build and execute unit tests and unit test plans. Review integration and regression plans created by QA. Communicate with QA and porting engineering to ensure consistency, testability and portability across products in general.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience.
17160	Product Manager/Strategy 6-ProdDev	PRODEV	PRODMG	IC6	Lead a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a member of the product development division, you will specify, design and implement major changes to existing software architecture. Define project needs. Build and execute unit tests and unit test plans. Review integration and regression plans created by QA. Communicate with QA and porting engineering to ensure consistency, testability and portability across products in general.	Acknowledged expert/professional within company and/or industry nationally and internationally. Provides leadership in the development and strategic direction of new products, processes, techniques. Acts as primary consultant on large projects that effect the organization's long term objectives / strategy. BS or MS degree or equivalent experience relevant to functional area. 12 or more years of software engineering or related experience.

17240	Product Mgmt/Strategy Director-ProdDev	PRODEV	PRODMG	M4	Manage a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a Director in the product development division, you will lead a team that defines product specifications and or strategy. Gather and analyze information to define product specifications and review design specifications. Envision and communicate product strategy and functionality. Initiate and foster relationships with other groups. Review product documentation and collateral. Ensure successful product releases based on corporate priorities.	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. The ability to influence thinking or gain acceptance of others in sensitive situations is important. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS or MS degree or equivalent experience relevant to functional area. 8 of software engineering or related experience preferred.
17220	Product Mgmt/Strategy Manager-ProdDev	PRODEV	PRODMG	M2	Manage a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a manager in the product development division, you will lead a team that defines product specifications and or strategy. Gather and analyze information to define product specifications and review design specifications. Communicate product strategy and functionality. Initiate and foster relationships with other groups. Review product documentation and collateral. Ensure successful product releases based on corporate priorities.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS degree or equivalent experience relevant to functional area. 1 year of software engineering or related experience.
17250	Product Mgmt/Strategy Snr Director-ProdDev	PRODEV	PRODMG	M5	Manage a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a Senior Director in the product development division, you will lead a team that defines product specifications and or strategy. Gather and analyze information to define product specifications and review design specifications. Envision and communicate product strategy and functionality. Initiate and foster relationships with other groups. Review product documentation and collateral. Ensure successful product releases based on corporate priorities.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management, providing negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge important. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience preferred.
17260	Product Mgmt/Strategy VP-ProdDev	PRODEV	PRODMG	M6	Manage a team that acts as the central resource and driving force for the design, process, manufacturing, test, quality and marketing of product(s) as they move from conception to distribution. Organize interdepartmental activities ensuring completion of the project/product on schedule and within budget.	As a Vice President in the product development division, you will lead a team that defines product specifications and or strategy. Gather and analyze information to define product specifications and review design specifications. Envision and communicate product strategy and functionality. Initiate and foster relationships with other groups. Review product documentation and collateral. Ensure successful product releases based on corporate priorities.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS or MS degree or equivalent experience relevant to functional area. Successful track record in software engineering management or related experience.

66682	Program Manager 2- ProdDev	PRODEV	PRODMG	IC2	Manage the development and implementation process of a specific company product.	Manage the development and implementation process of a specific company product involving departmental or cross-functional teams focused on the delivery of new or existing products. Plan and direct schedules and monitor budget/spending. Monitor the project from initiation through delivery. Organize the interdepartmental activities ensuring completion of the project/product on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. 2 years of project management, product design or related experience preferred.
66683	Program Manager 3- ProdDev	PRODEV	PRODMG	IC3	Manage the development and implementation process of a specific company product.	Manage the development and implementation process of a specific company product involving departmental or cross-functional teams focused on the delivery of new or existing products. Plan and direct schedules and monitor budget/spending. Monitor the project from initiation through delivery. Organize the interdepartmental activities ensuring completion of the project/product on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction.	Duties and tasks are varied and complex, needing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS degree or equivalent experience relevant to functional area. 5 years of project management, product design or related experience preferred.
66684	Program Manager 4- ProdDev	PRODEV	PRODMG	IC4	Manage the development and implementation process of a specific company product.	Manage the development and implementation process of a specific company product involving departmental or cross-functional teams focused on the delivery of new or existing products. Plan and direct schedules and monitor budget/spending. Monitor the project from initiation through delivery. Organize the interdepartmental activities ensuring completion of the project/product on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. Seven years of project management, product design or related experience preferred.
66685	Program Manager 5- ProdDev	PRODEV	PRODMG	IC5	Manage the development and implementation process of a specific company product.	Manage the development and implementation process of a specific company product involving departmental or cross-functional teams focused on the delivery of new or existing products. Plan and direct schedules and monitor budget/spending. Monitor the project from initiation through delivery. Organize the interdepartmental activities ensuring completion of the project/product on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. Ten or more years of project management, product design or related experience needed.

66688	Program Mgmt Director- ProdDev	PRODEV	PRODMG	M4	Manage people for product development programs or projects focused on the delivery of a product through the design process, and into a finished state for external customers.	Manage people for product development programs or projects involving department or cross-functional teams focused on the delivery of a product or computer-based system through the design process, and into a finished state for external customers. Plan and direct resource schedules as well as project budgets. Monitor the product/program/project from initiation through delivery, interfacing with customer on technical matters. Organize interdepartmental activities ensuring completion of the product/program/project on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction. Select, develop, and evaluate personnel to ensure the efficient operation of the function.	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Ability to influence thinking or gain acceptance of others in sensitive situations is important. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS or MS degree or equivalent experience relevant to functional area preferred. Prefer seven years of project management, product design or related experience.
66689	Program Mgmt Snr Director- ProdDev	PRODEV	PRODMG	M5	Manage people for product development programs or projects focused on the delivery of a product through the design process, and into a finished state for external customers.	Manage people for product development programs or projects involving department or cross-functional teams focused on the delivery of a product or computer-based system through the design process, and into a finished state for external customers. Plan and direct resource schedules as well as project budgets. Monitor the product/program/project from initiation through delivery, interfacing with customer on technical matters. Organize interdepartmental activities ensuring completion of the product/program/project on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction. Select, develop, and evaluate personnel to ensure the efficient operation of the function.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management, providing negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge important. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS or MS degree or equivalent experience relevant to functional area preferred. Eight or more years of project management, product design or related experience preferred.
66680	Program Mgmt VP- ProdDev	PRODEV	PRODMG	M6	Manage people for product development programs or projects focused on the delivery of a product through the design process, and into a finished state for external customers.	Manage people for product development programs or projects involving department or cross-functional teams focused on the delivery of a product or computer-based system through the design process, and into a finished state for external customers. Plan and direct resource schedules as well as project budgets. Monitor the product/program/project from initiation through delivery, interfacing with customer on technical matters. Organize interdepartmental activities ensuring completion of the product/program/project on schedule and within budget constraints. Assign and monitor work of systems analysis and program staff, providing technical support and direction. Select, develop, and evaluate personnel to ensure the efficient operation of the function.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS or MS degree or equivalent experience relevant to functional area. Successful track record in project management, product design or related experience needed.

10810	QA Analyst 1-ProdDev	PRODEV	TECHQA	IC1	Responsible for developing, applying and maintaining quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a member of the technical/process QA division, you will apply basic engineering principles to develop methods and procedures to improve and maintain product quality standards. Design systems for recording and analyzing of product quality levels. Develop product quality control inspection specifications and techniques and interpret these trends.	Work involves some problem solving with assistance and guidance in understanding and applying company policies and processes. Gaining competence in own area and acquiring a higher level understanding of role, processes and procedures. BS degree or equivalent experience relevant to functional area. 0-2 years of previous software engineering or related experience.
10820	QA Analyst 2-ProdDev	PRODEV	TECHQA	IC2	Responsible for developing, applying and maintaining quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a member of the technical/process QA division, you will design, install and evaluate quality control methods and systems. Design continuing maintenance of product quality. Develop standards and procedures to provide quality guidance and methods.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. A of 1 year of software engineering or related experience.
10830	QA Analyst 3-ProdDev	PRODEV	TECHQA	IC3	Responsible for developing, applying and maintaining quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a member of the technical/process QA division, you will develop quality standards, control methods and theories to be utilized during manufacturing, testing and inspection to access product quality. Develop standards and procedures to provide quality guidance methods.	Duties and tasks are varied and complex needing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.
10840	QA Analyst 4-ProdDev	PRODEV	TECHQA	IC4	Responsible for developing, applying and maintaining quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a member of the technical/process QA division, you will design functional, integration and regression test plans, build and execute manual and automated tests and perform highly complex analysis for multiple products. Set cross-functional product testing standards. Analyze, evaluate and plan methods of approach and organize means to achieve solutions to complex problems.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.
10841	QA Analyst 5-ProdDev	PRODEV	TECHQA	IC5	Responsible for developing, applying and maintaining quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a member of the technical/process QA division, you will plan, conduct and direct projects or major phases of significant projects. Analyze, evaluate and plan methods of approach and organize means to achieve solutions to complex technical problems.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience.
10844	QA Director-ProdDev	PRODEV	TECHQA	M4	Responsible for a team that develops, applies and maintains quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a manager in the technical/process QA division, you will lead a team that designs, installs and evaluates quality control methods and systems. You will also develop standards and procedures to provide quality guidance and methods.	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Ability to influence thinking or gain acceptance of others in sensitive situations is important. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of quality assurance. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.

10842	QA Manager-ProdDev	PRODEV	TECHQA	M2	Responsible for a team that develops, applies and maintains quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a manager in the technical/process QA division, you will lead a team that designs, installs and evaluates quality control methods and systems. You will also develop standards and procedures to provide quality guidance and methods.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of quality assurance. BS degree or equivalent experience relevant to functional area. 1 year of software engineering or related experience.
10845	QA Snr Director-ProdDev	PRODEV	TECHQA	M5	Responsible for a team that develops, applies and maintains quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a manager in the technical/process QA division, you will lead a team that designs, installs and evaluates quality control methods and systems. You will also develop standards and procedures to provide quality guidance and methods.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management, providing negotiation of difficult matters to influence policy. BS or MS degree or equivalent experience relevant to functional area. 8 more years of software engineering or related experience.
10843	QA Snr Manager-ProdDev	PRODEV	TECHQA	M3	Responsible for a team that develops, applies and maintains quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a manager in the technical/process QA division, you will lead a team that designs, installs and evaluates quality control methods and systems. You will also develop standards and procedures to provide quality guidance and methods.	Manages and controls activities in multi-functional areas of sections. Ensures appropriate operational planning is effectively executed to meet business needs.. Demonstrated leadership and people management skills. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.
10846	QA VP-ProdDev	PRODEV	TECHQA	M6	Responsible for a team that develops, applies and maintains quality standards for company products with adherence to both internal and external standards. Develops and executes software test plans. Analyzes and writes test standards and procedures. Maintains documentation of test results. Analyzes test results and recommends corrective actions.	As a manager in the technical/process QA division, you will lead a team that designs, installs and evaluates quality control methods and systems. You will also develop standards and procedures to provide quality guidance and methods.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of quality assurance. BS or MS degree or equivalent experience relevant to functional area. Successful track record in software engineering management or related experience.
15140	Release Developer 4	PRODEV	SWENG	IC4	Develop, analyze and maintain tools that support and automate processes for hardware or software product release.	As a member of the software engineering division, you will analyze and integrate external customer specifications. Specify, design and implement modest changes to existing software architecture. Build new products and development tools. Build and execute unit tests and unit test plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering to discuss major changes to functionality.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. Typically seven years of software engineering or related experience needed.

15150	Release Developer 5	PRODEV	SWENG	IC5	Develop, analyze and maintain tools that support and automate processes for hardware or software product release.	As a member of the software engineering division, you will specify, design and implement major changes to existing software architecture. Create new architecture for a moderate size product or a portion of a major product. Build and execute unit tests and unit test plans. Review integration and regression test plans created by QA. Communicate with QA and porting engineering to ensure consistency, testability and portability across products in general.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. Typically eight or more years of software engineering or related experience needed.
10560	Software Developer - Architect	PRODEV	SWENG	IC6	Design, develop, troubleshoot and debug software programs for databases, applications, tools, networks etc.	As a member of the software engineering division, you will take an active role in the definition and evolution of standard practices and procedures. Suggest and justify product directions within approved directions. Define responsibilities for new projects and specifies, designs and develops software according to those specifications. Provide consultative software guidance and strategic direction associated with the developing, designing and debugging of software applications or operating systems.	Acknowledged expert/professional within company and/or industry nationally and internationally. Provides leadership in the development and strategic direction of new products, processes, techniques. Acts as primary consultant on large projects that effect the organization's long term objectives / strategy. BS or MS degree or equivalent experience relevant to functional area. 10 more years of software engineering or related experience.
10510	Software Developer 1	PRODEV	SWENG	IC1	Design, develop, troubleshoot and debug software programs for databases, applications, tools, networks etc.	As a member of the software engineering division, you will use basic knowledge of software architecture to perform tasks associated with developing, debugging or designing software applications or operating systems according to provided design specifications. Build enhancements within an existing software architecture.	Work involves some problem solving with assistance and guidance in understanding and applying company policies and processes. Gaining competence in own area and acquiring a higher level understanding of role, processes and procedures. BS degree or equivalent experience relevant to functional area. 0-2 years of previous software engineering or related experience.
10520	Software Developer 2	PRODEV	SWENG	IC2	Design, develop, troubleshoot and debug software programs for databases, applications, tools, networks etc.	As a member of the software engineering division, you will apply basic to intermediate knowledge of software architecture to perform software development tasks associated with developing, debugging or designing software applications or operating systems according to provided design specifications. Build enhancements within an existing software architecture and occasionally suggest improvements to the architecture.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. 1 year of software engineering or related experience.
10530	Software Developer 3	PRODEV	SWENG	IC3	Design, develop, troubleshoot and debug software programs for databases, applications, tools, networks etc.	As a member of the software engineering division, you will assist in defining and developing software for tasks associated with the developing, debugging or designing of software applications or operating systems. Provide technical leadership to other software developers. Specify, design and implement modest changes to existing software architecture to meet changing needs.	Duties and tasks are varied and complex needing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.

10540	Software Developer 4	PRODEV	SWENG	IC4	Design, develop, troubleshoot and debug software programs for databases, applications, tools, networks etc.	As a member of the software engineering division, you will take an active role in the definition and evolution of standard practices and procedures. You will be responsible for defining and developing software for tasks associated with the developing, designing and debugging of software applications or operating systems.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.
10550	Software Developer 5	PRODEV	SWENG	IC5	Design, develop, troubleshoot and debug software programs for databases, applications, tools, networks etc.	As a member of the software engineering division, you will take an active role in the definition and evolution of standard practices and procedures. Define specifications for significant new projects and specify, design and develop software according to those specifications. You will perform professional software development tasks associated with the developing, designing and debugging of software applications or operating systems.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience.
10040	Software Development Director	PRODEV	SWENG	M4	Manage a team that designs, develops, troubleshoots and debugs software programs for databases, applications, tools, networks etc.	As a director of the software engineering division, you will apply your extensive knowledge of software architecture to manage software development tasks associated with developing, debugging or designing software applications, operating systems and databases according to provided design specifications. Build enhancements within an existing software architecture and envision future improvements to the architecture.	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Ability to influence thinking or gain acceptance of others in sensitive situations. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.
10020	Software Development Manager	PRODEV	SWENG	M2	Manage a team that designs, develops, troubleshoots and debugs software programs for databases, applications, tools, networks etc.	As a manager of the software engineering division, you will apply your knowledge of software architecture to manage software development tasks associated with developing, debugging or designing software applications, operating systems and databases according to provided design specifications. Build enhancements within an existing software architecture and occasionally suggest improvements to the architecture.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS degree or equivalent experience relevant to functional area. Typically one year of software engineering or related experience.
10050	Software Development Snr Director	PRODEV	SWENG	M5	Manage a team that designs, develops, troubleshoots and debugs software programs for databases, applications, tools, networks etc.	As a Senior Director of the software engineering division, you will apply your extensive knowledge of software architecture to manage software development tasks associated with developing, debugging or designing software applications, operating systems and databases according to current and future design specifications. Build enhancements within an existing software architecture and envision improvements to the architecture.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management involving negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience.

10030	Software Development Snr Manager	PRODEV	SWENG	M3	Manage a team that designs, develops, troubleshoots and debugs software programs for databases, applications, tools, networks etc.	As a manager of the software engineering division, you will apply your knowledge of software architecture to manage software development tasks associated with developing, debugging or designing software applications, operating systems and databases according to provided design specifications. Build enhancements within an existing software architecture and suggest improvements to the architecture.	Manages and controls activities in multi-functional areas of sections. Ensures appropriate operational planning is effectively executed to meet Corporate specifications. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.
10060	Software Development VP	PRODEV	SWENG	M6	Manage a team that designs, develops, troubleshoots and debugs software programs for databases, applications, tools, networks etc.	As a Vice President of the software engineering division, you will apply your extensive knowledge of software architecture to manage software development tasks associated with developing, debugging or designing software applications, operating systems and databases according to current and future design specifications. Build enhancements within an existing software architecture and envision improvements to the architecture.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development. BS or MS degree or equivalent experience relevant to functional area. Successful track record in software engineering management or related experience.
13530	Technical Writer 3-ProdDev	PRODEV	TECHWR	IC3	Creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Contributes to the timely design, production and delivery/completion of product documentation and document sets.	As a member of the technical writing division, you will design, create and deliver whole product documentation sets and/or related courseware. Edit, organize and direct the work activities of other technical writers and staff. Plan the format, arrange the layout of publications and edit work for conformance to publication standards and specifications.	Duties and tasks are varied and complex utilizing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. 4 years of software engineering or related experience.
13540	Technical Writer 4-ProdDev	PRODEV	TECHWR	IC4	Creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Contributes to the timely design, production and delivery/completion of product documentation and document sets.	As a member of the technical writing division, you will organize and prepare information for publication and develop publication concepts for the best communication of subject matter. Review technical information prepared by other staff members for clarity and content. Take an active role in the definition and evolution of standard practices and procedures.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.
13550	Technical Writer 5-ProdDev	PRODEV	TECHWR	IC5	Creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Contributes to the timely design, production and delivery/completion of product documentation and document sets.	As a member of the technical writing division, design and write conceptually complex parts of new documentation. Recognize design dependencies with related product documentation and/or products and propose design changes or new designs. Provide subject matter guidance Company-wide to all levels, including senior management.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. 8 more years of software engineering or related experience.

13040	Technical Writer Director-ProdDev	PRODEV	TECHWR	M4	Responsible for directing the activities of a staff that creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Supervises the timely design, production and delivery/completion of product documentation and document sets.	As a manager in the technical writing division, you will lead a team that will design and write conceptually complex parts of new documentation. Recognize design dependencies with related product documentation and/or products and propose design changes or new designs. Provide subject matter guidance Company-wide to all levels, including senior management.	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Ability to influence thinking or gain acceptance of others in sensitive situations. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of technical documentation. BS or MS degree or equivalent experience relevant to functional area. 7 years of software engineering or related experience.
13020	Technical Writer Manager-ProdDev	PRODEV	TECHWR	M2	Responsible for directing the activities of a staff that creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Supervises the timely design, production and delivery/completion of product documentation and document sets.	As a manager in the technical writing division, you will lead a team that will design and write conceptually complex parts of new documentation. Recognize design dependencies with related product documentation and/or products and propose design changes or new designs. Provide subject matter guidance Company-wide to all levels.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of technical documentation. BS degree or equivalent experience relevant to functional area. A of one year of software engineering or related experience.
13050	Technical Writer Snr Director-ProdDev	PRODEV	TECHWR	M5	Responsible for directing the activities of a staff that creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Supervises the timely design, production and delivery/completion of product documentation and document sets.	As a manager in the technical writing division, you will lead a team that will design and write conceptually complex parts of new documentation. Recognize design dependencies with related product documentation and/or products and propose design changes or new designs. Provide subject matter guidance Company-wide to all levels, including senior management.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management involving negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of technical documentation. BS or MS degree or equivalent experience relevant to functional area. 8 or more years of software engineering or related experience.
13030	Technical Writer Snr Manager-ProdDev	PRODEV	TECHWR	M3	Responsible for directing the activities of a staff that creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Supervises the timely design, production and delivery/completion of product documentation and document sets.	As a manager in the technical writing division, you will lead a team that will design and write conceptually complex parts of new documentation. Recognize design dependencies with related product documentation and/or products and propose design changes or new designs. Provide subject matter guidance Company-wide to all levels.	Manages and controls activities in multi-functional areas of sections. Ensures appropriate operational planning is effectively executed to meet Corporate specifications. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of technical documentation. BS or MS degree or equivalent experience relevant to functional area. 8 years of software engineering or related experience.
13060	Technical Writer VP-ProdDev	PRODEV	TECHWR	M6	Responsible for directing the activities of a staff that creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Supervises the timely design, production and delivery/completion of product documentation and document sets.	As a manager in the technical writing division, you will lead a team that will design and write conceptually complex parts of new documentation. Recognize design dependencies with related product documentation and/or products and propose design changes or new designs. Provide subject matter guidance Company-wide to all levels, including senior management.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of technical documentation. BS or MS degree or equivalent experience relevant to functional area. Successful track record in software engineering management or related experience.

99020	User Experience Developer 2-ProdDev	PRODEV	SWENG	IC2	Responsible for creating, evaluating and modifying prototypes to support evolving hardware and software application development.	As a member of the User Experience team, you will develop and apply software design/usability processes in the investigation of technical problems. May develop user profiles, with emphasis on human error control, display issues, visual interaction, physical manipulation and task and objective analyses. Provide product usability, evaluation and support to product development teams, including the analysis and investigation of applications/systems including tactile methods, visual graphics, web, multimedia, voice response and conversational user interaction. May assist in developing design concept and implementation, providing input on user design considerations. May produce specifications describing user needs and internal structures for product in development.	Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. Typically one year of software engineering or related experience needed.
99030	User Experience Developer 3-ProdDev	PRODEV	SWENG	IC3	Responsible for creating, evaluating and modifying prototypes to support evolving hardware and software application development.	As a member of the User Experience team, you will develop and apply software design/usability processes in the investigation of technical problems. May develop user profiles, with emphasis on human error control, display issues, visual interaction, physical manipulation and task and objective analyses. Provide product usability, evaluation and support to product development teams, including the analysis and investigation of applications/systems including tactile methods, visual graphics, web, multimedia, voice response and conversational user interaction. May assist in developing design concept and implementation, providing input on user design considerations. May produce specifications describing user needs and internal structures for product in development.	Duties and tasks are varied and complex utilizing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS or MS degree or equivalent experience relevant to functional area. Typically four years of software engineering or related experience needed.
99040	User Experience Developer 4-ProdDev	PRODEV	SWENG	IC4	Responsible for creating, evaluating and modifying prototypes to support evolving hardware and software application development.	As a member of the User Experience team, you will develop and apply software design/usability processes in the investigation of technical problems. May develop user profiles, with emphasis on human error control, display issues, visual interaction, physical manipulation and task and objective analyses. Provide product usability, evaluation and support to product development teams, including the analysis and investigation of applications/systems including tactile methods, visual graphics, web, multimedia, voice response and conversational user interaction. May assist in developing design concept and implementation, providing input on user design considerations. May produce specifications describing user needs and internal structures for product in development.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. Typically seven years of software engineering or related experience needed.

99050	User Experience Developer 5-ProdDev	PRODEV	SWENG	IC5	Responsible for creating, evaluating and modifying prototypes to support evolving hardware and software application development.	As a member of the User Experience team, you will develop and apply software design/usability processes in the investigation of technical problems. May develop user profiles, with emphasis on human error control, display issues, visual interaction, physical manipulation and task and objective analyses. Provide product usability, evaluation and support to product development teams, including the analysis and investigation of applications/systems including tactile methods, visual graphics, web, multimedia, voice response and conversational user interaction. May assist in developing design concept and implementation, providing input on user design considerations. May produce specifications describing user needs and internal structures for product in development.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. Typically eight or more years of software engineering or related experience needed.
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IT

Job code	FY18 Job Title	Function	Specialty Area	FY18 Global Career Level	Posting Brief Description	Posting Detailed Description	Posting Job Requirements
81140	Data Services Support A4-IT	INFTECH	DCS	IC0	As part of the Oracle's Global Information Technology organization, you will be responsible for setting up, coordinating, and monitoring computer equipment within Oracle's data centers.	Apply established programs and procedures, manipulate controls in accordance with standard procedures, run diagnostic tests to detect machine malfunctions, and monitor control panels, magnetic tape units, and other peripheral equipment. Report any observed deviations from standard performance.	Works on assignments that are complex in nature where considerable judgment and initiative are needed in resolving problems and making recommendations. May determine methods and procedures on new assignments and may provide guidance to team. Strong customer service and interpersonal skills. Strong written and verbal communication skills. Ability to organize, prioritize, and manage multiple tasks simultaneously. Team player. Strong attention to detail. BA/BS degree or equivalent. 8 years of related experience.
50820	Database Administrator 2-IT	INFTECH	DCS	IC2	Work with a world class team to provide enterprise-wide, Oracle Database Administration support for production systems and provide DBA services to application development teams, including database design, database generation, coding, and database production support. Provide DBA support with a high degree of customer service, technical expertise, and timeliness. Provide accurate and creative solutions to user problems of moderate nature to ensure user productivity.	Provide Development and Production support for databases. This includes creating primary database storage structures; designing and creating primary objects; modifying database structure as necessary for enhancements or performance; monitoring and optimizing performance of the database; planning for backup and recovery of the database; allocating system storage and planning future storage needs; and creating database-related scripts and programs to support development and production environments.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. 3 years of experience supporting relational databases as a DBA, with multiple distributed relational DBSM*s or a depth and focus in Oracle and related tools. Exposure and practice at using the DBMS to optimize performance of large databases for enterprise use is preferred. Experience with an organization with a key 24 X 7 reliance on its database is desirable. BS or equivalent desired.

50830	Database Administrator 3-IT	INFTECH	DCS	IC3	Work with a world class team to provide enterprise-wide, Oracle Database Administration support for production systems and provide DBA services to application development teams, including database design, database generation, coding, and database production support. Provide DBA support with a high degree of customer service, technical expertise, and timeliness. Provide accurate and creative solutions to user problems of moderate nature to ensure user productivity.	Provide Development and/or Production support. This includes creating primary database storage structures, designing and creating primary objects, modifying database structure as necessary for enhancements or performance, creating documentation, designing interfaces, database objects, and creating plans. Monitor and optimize performance of the database, plan for backup and recovery of the database, and allocate system storage and plan future storage needs. Create database-related scripts and programs to support development and production environments. Research, evaluate, design, test, recommend, and plan implementation of new or improved RDBMS, ETL and database tools.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 5 years of experience supporting relational databases as a DBA, with multiple distributed relational DBSM's or a depth and focus in Oracle and related tools. Exposure and practice at using the DBMS to optimize performance of large databases for enterprise use is preferred. Experience with an organization with a key 24 X 7 reliance on its database is desirable. BS or equivalent desired.
50840	Database Administrator 4-IT	INFTECH	DCS	IC4	Work with a world class team to provide enterprise-wide, Oracle Database Administration support for production systems and provide DBA services to application development teams, including database design, database generation, coding, and database production support. Provide DBA support with a high degree of customer service, technical expertise, and timeliness. Provide accurate and creative solutions to user problems of moderate nature to ensure user productivity.	As a Senior Database Administrator, you are instrumental in researching, evaluating, designing, testing, recommending, and planning implementation of new versions of Oracle database and database tools. May act as a team lead during database implementations and for system operation and maintenance.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 8 years of experience supporting relational databases as a DBA, with multiple distributed relational DBSM's or a depth and focus in Oracle and related tools. Success at using the DBMS to optimize performance of large databases for enterprise use is greatly preferred. Experience with an organization with a key 24 X 7 reliance on its database is desirable. BS or equivalent desired.
50850	Database Administrator 5-IT	INFTECH	DCS	IC5	Work with a world class team to provide enterprise-wide, Oracle Database Administration support for production systems and provide DBA services to application development teams, including database design, database generation, coding, and database production support. Provide DBA support with a high degree of customer service, technical expertise, and timeliness. Provide accurate and creative solutions to user problems of moderate nature to ensure user productivity.	As an Oracle Database Administrator Guru, work with leading edge technology - providing leadership and expertise for researching, evaluating, designing, testing, recommending, and planning implementation of new versions of Oracle database and database tools. May act as a team lead during database implementations and for system operation and maintenance.	Acknowledged authority within the Corporation. Provides leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Proven successful experience supporting relational databases as a DBA, with multiple distributed relational DBSM's or a depth and focus in Oracle and related tools. Experience with an organization with a key 24 X 7 reliance on its database is desirable. BS or equivalent desired.

26140	Internal Customer Tech Support 2-IT	INFTECH	EUSUPP	IC2	As a member of this fast-paced, leading edge database/applications company, work with the team to deliver real time 24x7 enterprise-wide technical support for internal and/or external customers. This includes, but is not limited to: user support of business applications, troubleshooting of technical problems and acting as a liaison between customers and resolving groups.	As a member of the Help Desk, develop a complete understanding of the Oracle product line while providing phone support to internal employees and/or outsourcing customers. Solve common user problems such as 'Email problems and functionality questions 'Network printer problems(stopping/starting queue, usage) 'Data Communication/Networking troubleshooting 'Remote network dial in access-PPP and Serial 'PC configuration and network configuration 'Oracle Base Image laptop support. Assist in providing information and support to company field personnel regarding previously reported items and resolutions to increase productivity. Gather relevant information from customers in order to address problems of limited scope or escalate to next tier of support according to established procedures. Follow standard practices and procedures in analyzing situations or data where answers can be readily obtained.	Two to three years experience supporting medium to large applications, working directly with internal/external clients, and one to two years experience providing user support of IBM PC/Windows network custom business applications preferred. Experience with Microsoft Windows and MS Office applications, specifically EXCEL, Word, PowerPoint, and Electronic Mail preferred. Ability to develop a working knowledge of assigned company products, interact effectively with other technical and non-technical resources, and quickly establish comfortable and effective working relationships. Demonstrate ability to analyze and evaluate complex data, manage multiple tasks at one time, and problem solve to meet deadlines.
26150	Internal Customer Tech Support 3-IT	INFTECH	EUSUPP	IC3	As a member of this fast-paced, leading edge database/applications company, work with the team to deliver real time 24x7 enterprise-wide technical support for internal and/or external customers. This includes, but is not limited to: user support of business applications, troubleshooting of technical problems and acting as a liaison between customers and resolving groups.	As a member of the Help Desk, solve specific, complex technical problems to provide and apply real time solutions in the areas of 'Email problems and functionality questions 'Network printer problems (stopping/starting queue, usage) 'Data Communication/Networking troubleshooting 'Remote network dial in access-PPP and Serial 'PC configuration and network configuration 'Oracle Base Image laptop support Innovate and document new methods and procedures as needed. Verify procedures are being followed and notify proper resource if they are not in compliance. Lead/mentor in a team environment. Assist in providing information and support to team members.	Job duties are varied and complex, needing independent judgment. May have project lead role. Prefer five years of related experience in a medium to large network distributed and computing environment and a BS in Computer Science or related field.
26160	Internal Customer Tech Support 4-IT	INFTECH	EUSUPP	IC4	As a member of this fast-paced, leading edge database/applications company, work with the team to deliver real time 24x7 enterprise-wide technical support for internal and/or external customers. This includes, but is not limited to: user support of business applications, troubleshooting of technical problems and acting as a liaison between customers and resolving groups.	As a member of the Help Desk, solve specific, complex technical problems to provide and apply real time solutions in the areas of 'Email problems and functionality questions 'Network printer problems(stopping/starting queue, usage) 'Data Communication/Networking troubleshooting 'Remote network dial in access-PPP and Serial 'PC configuration and network configuration 'Oracle Base Image laptop support Innovate and document new methods and procedures as needed. Verify procedures are being followed and notify proper resource if they are not in compliance. May determine methods and procedures on new assignments and provide supervision and training to lower level personnel.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Prefer eight years of related experience in a medium to large network distributed and computing environment with a BS in Computer Science or related field.

10620	IT Business Implementation Analyst 2	INFTECH	FUNC	IC2	Assists with analyzing complex business problems to be solved with automated systems.	As part of a software project implementation team assists in implementing software projects by mapping business processes, producing documentation, establishing acceptance testing criteria.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. Key skills and abilities include coaching, influencing, facilitation, presentation, communication, process development, analysis, and problem solving. Ability to travel as necessary. Prefer 2 years relevant experience and BA/BS degree.
10630	IT Business Implementation Analyst 3	INFTECH	FUNC	IC3	Assists with analyzing complex business problems to be solved with automated systems.	As part of a software project implementation team, provides technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user needs. Configures system settings and options; plans and executes unit, integration and acceptance testing; and creates specifications for systems to meet business specifications. Designs details of automated systems. May provide consultation to users in the area of automated systems. May lead cross-functional linked teams to address business or systems issues.	Job duties are varied and complex; independent judgment needed. May have project lead role. Prefer 5 years relevant experience and BA/BS degree.
10640	IT Business Implementation Analyst 4	INFTECH	FUNC	IC4	Assists with analyzing complex business problems to be solved with automated systems.	As part of a software project implementation team, provides technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user needs. Configures system settings and options; plans and executes unit, integration and acceptance testing; and creates specifications for systems to meet business specifications. Designs details of automated systems. May provide consultation to users in the area of automated systems. May lead cross-functional linked teams to address business or systems issues.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Prefer 8 years relevant experience and BA/BS degree.
10645	IT Business Implementation Analyst 5	INFTECH	FUNC	IC5	Assists with analyzing complex business problems to be solved with automated systems.	As part of a software project implementation team, provides technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user needs. Configures system settings and options; plans and executes unit, integration and acceptance testing; and creates specifications for systems to meet business specifications. Designs details of automated systems. May provide consultation to users in the area of automated systems. May lead cross-functional linked teams to address business or systems issues.	Provide leadership and expertise in evaluating and developing complex business problems, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing automated systems. BS or MS degree or equivalent experience relevant to functional area. Eight or more years of related experience recommended.
75040	IT Director	INFTECH	GENIT	M4	Work with a world class team to develop, implement, and support cutting edge Oracle technology.	Manages teams supporting and/or implementing multi-functional and/or multi-location projects and/or systems. Defines, documents and manages scope, expectations, implementation approach, deliverables and acceptance testing criteria. Develops and manages an effective risk mitigation strategy for the project(s).	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Ability to influence thinking or gain acceptance of others in sensitive situations. Successful track record as a manager. Detailed knowledge of technical and business concepts of a number of related applications areas. BA/BS degree preferred.

75020	IT Manager	INFTECH	GENIT	M2	Work with a world class team to develop, implement, and support cutting edge Oracle technology.	Manages a team maintaining and/or implementing software project(s) and/or internal systems. Defines, documents and manages scope, expectations, implementation approach, deliverables and acceptance testing criteria.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Demonstrated leadership skills. Detailed knowledge of several applications within a business area needed. BA/BS degree and relevant experience.
76140	IT Security Analyst 4	INFTECH	RISK	IC4	Executes security controls to prevent hackers from infiltrating company information or jeopardizing e-commerce programs.	Researches attempted efforts to compromise security protocols. Maintains security systems for routers and switches. Administers security policies to control access to systems. Maintains the company's firewall. Uses applicable encryption methods. Provides information to management regarding the negative impact on the business caused by theft, destruction, alteration or denial of access to information.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Prefer 8 years relevant experience and BA/BS degree.
76150	IT Security Analyst 5	INFTECH	RISK	IC5	Executes security controls to prevent hackers from infiltrating company information or jeopardizing e-commerce programs.	Researches attempted efforts to compromise security protocols. Maintains security systems for routers and switches. Administers security policies to control access to systems. Maintains the company's firewall. Uses applicable encryption methods. Provides information to management regarding the negative impact on the business caused by theft, destruction, alteration or denial of access to information.	Provide leadership and expertise in evaluating and developing complex business problems, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing automated systems. BS or MS degree or equivalent experience relevant to functional area. Eight or more years of related experience recommended.
75050	IT Snr Director	INFTECH	GENIT	M5	Work with a world class team to develop, implement, and support cutting edge Oracle technology.	Manages teams supporting and/or implementing large and/or complex multi-functional and/or multi-location projects and/or systems. Defines, documents and manages scope, expectations, implementation approach, deliverables and acceptance testing criteria. Develops and manages an effective risk mitigation strategy for the project(s).	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management involving negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge. Successful track record in the specialization and as a manager. Detailed knowledge of technical and business concepts of a number of related applications areas. BA/BS degree preferred.
75030	IT Snr Manager	INFTECH	GENIT	M3	Work with a world class team to develop, implement, and support cutting edge Oracle technology.	Manages a team supporting and/or implementing software project(s) and/or internal systems. Defines, documents and manages scope, expectations, implementation approach, deliverables and acceptance testing criteria.	Manages and controls activities in multi-functional areas or sections. Ensures appropriate operational planning is effectively executed to meet Corporate specifications. Successful track record in applications implementation and as a manager. Expert knowledge of all applications within a business area; plus some knowledge of other applications. BA/BS degree preferred.
75010	IT Supervisor	INFTECH	GENIT	M1	Work with a world class team to develop, implement, and support cutting edge Oracle technology.	Leads a small team maintaining and/or implementing software project(s) or support system(s). Defines, documents and manages scope and manage daily activities of staff..	Coordinates the daily activities of a work group, setting priorities to ensure task completion. Provides technical/functional leadership as well as first line supervision, but does not have hire/fire authority. Interacts daily with staff and/or functional peer groups in the presentation of factual information. Good knowledge of the relevant applications area important. BA/BS degree preferred.
75070	IT SVP	INFTECH	GENIT	M7			

75060	IT VP	INFTECH	GENIT	M6	Work with a world class team to develop, implement, and support cutting edge Oracle technology.	Create the division strategy for supporting and/or implementing large and/or complex multi-functional and/or multi-location projects and/or systems. Lead division to define, document and manage scope, expectation, implementation approach, deliverables and acceptance testing criteria. Develop and manage an effective risk mitigation strategy for the project(s).	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures.
75930	Network/Telecom Systems Analyst 3-IT	INFTECH	NETSERV	IC3	As part of the Network Services team within Oracle's Global Information Technology organization, you will be responsible for the delivery of IT services to Oracle's businesses worldwide, these services include the management and delivery of network infrastructure.	Maintain records of equipment failure and liaise with engineers and suppliers as necessary. Escalate client problems according to established procedures. Manage the network using network management tools, analyze network performance and recommend network enhancements. Analyze network performance to ensure adequate bandwidth for business needs. Recommend enhancements to the network infrastructure, and with management agreement enhance proactive network management tool set. Troubleshoot network problems on the campus network, remote locations and country wide area network though to resolution. Perform Project Engineering including specification definition, design of solution in compliance with corporate standards, implementation, testing through to production. Respond to monitor alarms to identify the root cause of an outage and coordinate the corrective action in a timely fashion. Provide on-call support services as needed and provide assistance to others.	Job duties are varied and complex, needing independent judgment. May have project lead role. 5 years relevant work experience and degree/diploma in computer science or IT discipline.

75940	Network/Telecom Systems Analyst 4-IT	INFTECH	NETSERV	IC4	<p>As part of the Network Services team within Oracle's Global Information Technology organization, you will be responsible for the delivery of IT services to Oracle's businesses worldwide, these services include the management and delivery of network infrastructure.</p>	<p>Maintain (and monitor) records of equipment failure and liaise with engineers and suppliers as necessary - and recommend / implement changes to procedures and practices. Escalate client problems according to established procedures but exercising judgment in the process. Manage the network using network management tools, analyze network performance and recommend / implement network enhancements. Analyze network performance to ensure adequate bandwidth for business needs - and implement changes as appropriate. Working closely with 'global' network team / development recommend enhancements to the network infrastructure, and enhance proactive network management tool set. Troubleshoot network problems on the campus network, remote locations and the Irish wide area network though to resolution exercising independent judgment and creativity. Perform Project Engineering including specification definition, design of solution in compliance with corporate standards, implementation, testing through to production. Respond to monitor alarms to identify the root cause of an outage and coordinate the corrective action in a timely fashion. Provide technical and product leadership to management and contribute to Global IT policy. Provide on-call support services as needed and lead others in complex situations.</p>	<p>Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 8 years relevant work experience and degree/diploma in computer science or IT discipline.</p>
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75950	Network/Telecom Systems Analyst 5-IT	INFTECH	NETSERV	IC5	As part of the Network Services team within Oracle's Global Information Technology organization, you will be responsible for the delivery of IT services to Oracle's businesses worldwide, these services include the management and delivery of network infrastructure.	Maintain (and monitor) records of equipment failure and liaise with engineers and suppliers as necessary - and recommend / implement changes to procedures and practices. Escalate client problems according to established procedures but exercising judgment in the process. Manage the network using network management tools, analyze network performance and recommend / implement network enhancements. Analyze network performance to ensure adequate bandwidth for business needs - and implement changes as appropriate. Working closely with 'global' network team / development recommend enhancements to the network infrastructure, and enhance proactive network management tool set. Troubleshoot network problems on the campus network, remote locations and the Irish wide area network though to resolution exercising independent judgment and creativity. Perform Project Engineering including specification definition, design of solution in compliance with corporate standards, implementation, testing through to production. Respond to monitor alarms to identify the root cause of an outage and coordinate the corrective action in a timely fashion. Provide technical and product leadership to management and contribute to Global IT policy. Provide on-call support services as needed and lead others in complex situations.	Provide leadership and expertise in extremely complex internal systems, frequently operating at the leading edge of technology. Recommend and justify major changes to existing internal systems. BS or MS degree or equivalent experience relevant to functional area. Ten or more years of related experience recommended.
77540	Network/Telecom Systems Technician A4-IT	INFTECH	NETSERV	IC0	As part of the Network Services team within Oracle's Global Information Technology organization, you will be responsible for the delivery of IT services to Oracle's businesses worldwide, these services include the management and delivery of network infrastructure.	Work with team to install, modify, test, and service Oracle's data communications network equipment. Also involves troubleshooting when problem indicated. Maintain records of equipment failure, downtime, and modifications to network equipment.	Works on assignments that are complex in nature where considerable judgment and initiative are utilized in resolving problems and making recommendations. May determine methods and procedures on new assignments and may provide guidance to team. Strong customer service and interpersonal skills. Strong written and verbal communication skills. Ability to organize, prioritize, and manage multiple tasks simultaneously. Team player. Strong attention to detail. BA/BS degree or equivalent 8 years of related experience.
76510	Programmer Analyst 1-IT	INFTECH	TECH	IC1	Work with Oracle's world class technology to develop, implement, and support Oracle's global infrastructure.	As a member of the IT organization, provide testing and basic analysis of situations/data that support Oracle's standard infrastructure systems.	Work involves some problem solving with assistance and guidance in understanding and applying company policies and procedures. BS or equivalent experience in programming on enterprise or department servers or systems.
76520	Programmer Analyst 2-IT	INFTECH	TECH	IC2	Work with Oracle's world class technology to develop, implement, and support Oracle's global infrastructure.	As a member of the IT organization, assist with the design, development, modifications, debugging, and evaluation of programs for use in internal systems within a specific function area.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. BS or equivalent experience in programming on enterprise or department servers or systems.

76530	Programmer Analyst 3-IT	INFTECH	TECH	IC3	Work with Oracle*s world class technology to develop, implement, and support Oracle*s global infrastructure.	As a member of the IT organization, assist with the analyze of existing complex programs and formulate logic for new complex internal systems. Prepare flowcharting, perform coding, and test/debug programs. Develop conversion and system implementation plans. Recommend changes to development, maintenance, and system standards.	Job duties are varied and complex utilizing independent judgment. May have project lead role. BS or equivalent experience in programming on enterprise or department servers or systems.
76540	Programmer Analyst 4-IT	INFTECH	TECH	IC4	Work with Oracle*s world class technology to develop, implement, and support Oracle*s global infrastructure.	As a member of the IT organization, assist with the analyze of existing complex programs and formulate logic for new complex internal systems. Prepare flowcharting, perform coding, and test/debug programs. Develop conversion and system implementation plans. Recommend changes to development, maintenance, and system standards.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. BS or equivalent experience in programming on enterprise or department servers or systems.
76550	Programmer Analyst 5-IT	INFTECH	TECH	IC5	Work with Oracle*s world class technology to develop, implement, and support Oracle*s global infrastructure.	As a member of the IT organization, lead the design, development, modification, debugging, and evaluation programs for extremely complex internal systems. Provide expertise to analyze existing programs or formulate logic for new internal systems. Develop conversion and system implementation plans. Recommend changes to development, maintenance, and system standards.	Provide leadership and expertise in extremely complex internal systems, frequently operating at the leading edge of technology. Recommend and justify major changes to existing internal systems. BS or MS degree or equivalent experience relevant to functional area. Ten or more years of related experience recommended.
14930	Project Manager 3-IT	INFTECH	BUSIMP	IC3	Coordinates all aspects of internal information system-specific projects from initiation to delivery. Projects often involve network, server, or software implementation and upgrades, PC deployment and the like.	Coordinates work performed by IT staff and internal customers/partners by defining project specifications, performing feasibility and needs/impact assessments. Develops detailed project plans and manages all implementation processes including resource allocation, progress tracking, monitoring change control process, testing, documentation, training and on-time delivery within budget constraints.	Duties and tasks are varied and complex utilizing independent judgment. Fully competent in own area of expertise. May have project lead role and or supervise lower level personnel. BS degree or equivalent experience relevant to functional area. Typically 5 years of project management, product design or related experience needed.
14940	Project Manager 4-IT	INFTECH	BUSIMP	IC4	Coordinates all aspects of internal information system-specific projects from initiation to delivery. Projects often involve network, server, or software implementation and upgrades, PC deployment and the like.	Coordinates work performed by IT staff and internal customers/partners by defining project specifications, performing feasibility and needs/impact assessments. Develops detailed project plans and manages all implementation processes including resource allocation, progress tracking, monitoring change control process, testing, documentation, training and on-time delivery within budget constraints.	Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Leading contributor individually and as a team member, providing direction and mentoring to others. BS or MS degree or equivalent experience relevant to functional area. Typically seven years of project management, product design or related experience needed.
14950	Project Manager 5-IT	INFTECH	BUSIMP	IC5	Coordinates all aspects of internal information system-specific projects from initiation to delivery. Projects often involve network, server, or software implementation and upgrades, PC deployment and the like.	Coordinates work performed by IT staff and internal customers/partners by defining project specifications, performing feasibility and needs/impact assessments. Develops detailed project plans and manages all implementation processes including resource allocation, progress tracking, monitoring change control process, testing, documentation, training and on-time delivery within budget constraints.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Recommends and justifies major changes to existing products/services/processes. BS or MS degree or equivalent experience relevant to functional area. Ten or more years of project management, product design or related experience needed.

15020	Project Mgmt Manager-IT	INFTECH	BUSIMP	M2	Manages people who lead internal information system-specific projects. Projects are often cross-functional and involve network, server, or software implementation and upgrades, PC deployment and the like.	Oversees plans and directs schedules as well as project budgets. Monitors the project from initiation through delivery, interfacing with "internal customer" or department personnel. Organizes project activities that may entail interdepartmental meetings and communication ensuring completion of the project on schedule and within budget constraints. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of product development and product management. BS degree or equivalent experience relevant to functional area. Typically one year of project management, product design or related experience needed.
75620	System Administrator 2-IT	INFTECH	DCS	IC2	Define, design, and implement network communications and solutions within a fast-paced, leading edge database/applications company.	Perform performance trend analysis and manage the server/network capacity. React to potential problems using automation, scheduling, and monitoring tools -- escalating to management where appropriate. Participate in configuration and implement technical solutions to enhance and/or troubleshoot the system. Responsible for support documentation as well.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. 2-4 years of related experience in a medium to large network distributed and computing environment. BS in Computer Science or related field.
75630	System Administrator 3-IT	INFTECH	DCS	IC3	Define, design, and implement network communications and solutions within a fast-paced, leading edge database/applications company.	Perform performance trend analysis and manage the server/network capacity. Propose client configuration and implement technical solutions to enhance and/or troubleshoot the system. Work with others to define, coordinate vendor purchase needs. Responsible for support documentation as well.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 5 years of related experience in a medium to large network distributed and computing environment. BS in Computer Science or related field.
75640	System Administrator 4-IT	INFTECH	DCS	IC4	Define, design, and implement network communications and solutions within a fast-paced, leading edge database/applications company.	Responsible for creating and implementing system enhancements that will improve the performance and reliability of the system. Manage the load configurations of a central data communication processor and make recommendations for purchase or upgrade of data networks. Coordinate terminal orders and cable installation, network system planning, upgrading, monitoring, testing, and servicing. Approves action requests and specifies purchase requisitions. Negotiates and places orders with common carriers. May play a team leader role for developing System Administrators.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Eight years of related experience in a medium to large network distributed and computing environment. BS in Computer Science or related field.
75650	System Administrator 5-IT	INFTECH	DCS	IC5	Define, design, and implement network communications and solutions within a fast-paced, leading edge database/applications company.	Responsible for creating and implementing system enhancements that will improve the performance and reliability of the system. Manage the load configurations of a central data communication processor and make recommendations for purchase or upgrade of data networks. Works on significant and unique issues where analysis of situations or data consists of an evaluation of intangibles.	Individual should hold at least ten years of related experience in a medium to large network distributed and computing environment. Individual should hold a BS in Computer Science or related field.

76620	Systems Analyst 2-IT	INFTECH	DCS	IC2	Be a part of the E-Business Suite success story. Work with Oracle's world class technology to develop, implement, and support Oracle's global infrastructure.	Provide support to internal users of Oracle Applications and legacy applications and ensure maximum efficiency in the use of those applications. Respond to requests for support by users. Test and coordinate testing of new releases of Oracle Applications. Log bugs against applications and follow up with IT and Development. Monitor future applications releases. Train users on features of applications. Maintain applications responsibilities based on work group of user. Act as reporting resource. Represent users at Data Center meetings, user meetings at quarter end and whenever necessary. Carry a pager during designated support periods.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. 2-4 years of related experience in a medium to large network distributed and computing environment. BS or equivalent experience in programming on enterprise or department servers or systems.
76640	Systems Analyst 4-IT	INFTECH	DCS	IC4	Be a part of the E-Business Suite success story. Work with Oracle's world class technology to develop, implement, and support Oracle's global infrastructure.	Work closely with Oracle's internal business and development teams to drive the technical/functional global implementation of Oracle's applications internally. The main responsibilities may include: Manage all aspects of internal deployment projects and work closely with the internal teams on status, issues and communications. Define business specifications with the internal user community for the global deployment of the application. Define and drive business specifications for product and component integration points. Map standard application functionality to global/local business specifications. Manage product gaps from business specifications to product enhancement and/or business process change. Gather specifications and drive solutions from a global perspective across the e-Business Suite. Define product enhancements to drive solutions across the e-Business Suite for all customers. Manage product setup definition and configuration along with internal business process teams. Manage all aspect of product rollout and coordination with internal teams. Define specifications for data migration from legacy systems into newer applications. Define specifications for data interfaces between applications for product rollouts. Manage user acceptance testing and transfer of information to internal teams. Provide technical support for implemented applications; diagnosing and reporting bugs, applying patches and upgrades as needed.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Individual should hold at least eight years of related experience in a medium to large network distributed and computing environment. BS or equivalent experience in programming on enterprise or department servers or systems.

SUPPORT

Job code	FY18 Job Title	Function	Specialty Area	FY18 Global Career Level	Posting Brief Description	Posting Detailed Description	Posting Job Requirements
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83353	Adv Customer Service Support Director	SUPP	PREMSERV	M4	<p>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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.</p>	<p>The Premium Support Director successfully manages relationships which affect employees within the organization and the customer base. You will routinely make decisions which can significantly impact Oracle's business relationships, revenue opportunities, and the division's overall goal attainment. An employee in this position establishes and communicates organizational objectives and implements plans to assure attainment. Of the more day-to-day activities, you will ensure proper utilization of resources and provide justification for additional resource requests. Most importantly, a successful Director is expected to be totally committed to the delivery of outstanding support and service to customers.</p>	<p>Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. A graduate degree in a related technical or professional area is preferred. Five or more years of technical or professional experience is preferred with six years of management experience (preferably in a support environment). In addition, proven track record of excellent problem solving and analytical skills, and excellent communication skills, while projecting a positive, professional image.</p>
83354	Adv Customer Service Support Snr Director	SUPP	PREMSERV	M5	<p>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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.</p>	<p>The Premium Support Senior Director is expected to successfully meet or exceed the balanced triangle objectives of business, employee and customer within Proactive Support. You will routinely make decisions that can significantly impact Oracle's business relationships, revenue opportunities, and division's overall goal attainment. Of the more day-to-day activities, you will be responsible for overall customer satisfaction (Customer), composition of Proactive Support offered; sales and marketing processes and programs; sales channel composition and management (Business), and creating an environment which enhances employee success (Employee).</p>	<p>Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management, providing negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge important. A graduate degree in a related technical or professional area preferred. Five or more years of technical or professional experience preferred with six years of management experience (preferably in a support environment). Four or more years as a senior executive preferred. In-depth working knowledge of Oracle products/platforms and their uses important.</p>

52850	Business Services Representative 5-Support	SUPP	PREMSERV	IC5	<p>Establish professional relationships with key customer contacts to ensure the highest level of customer satisfaction. Align contracted services with customer goals and objectives. Coordinate delivery of all Support Services and other Oracle LOB services to meet customer goals and objectives, and ensure contract renewal.</p>	<p>SERVICE DELIVERY & ACCOUNT MANAGEMENT: (presence of this role in an account is fee based) Works proactively with the customer to understand key customer projects and goals and aligns Oracle ACS Services to assist in key strategic projects; manages all ACS aspects of the relationship between the customer and Oracle Support Services MARGIN MANAGEMENT: Manages flow and execution of work related to procured services. Optimizes margin through effective resource management CUSTOMER ADVOCATE: Serves as the customer advocate within Oracle - across all lines of business - clearly articulating the customers position to the appropriate Oracle management while maintaining the integrity of an Oracle employee and the interest of the company. Includes reactive and escalation management. ACCOUNT REVIEWS & ACCOUNT PLANNING: Conducts regular Status meetings and Account Review meetings with the customer. BUSINESS DEVELOPMENT: Recognizes and solicits business opportunities within customer accounts and develops to the point where the sales organization can engage in deal pursuit. INTERNAL/EXTERNAL PLANNING & REPORTING: Conducts regular internal Account Review meetings with Oracle Support management; Manages Account Documentation including Joint Contact & Escalation Guide, Service Delivery Plan, Account Review Documents, KBR/KPI data, and Scorecard data</p>	<p>Displays authority, confidence, and a significant understanding of customer's business strategies and industry trends. Develops significant high-level customer contacts and relationships. Extensive background in Professional Services, Account Management, Project Management, Enterprise IT Management, Customer Support, Enterprise software deployments, and good Business Acumen. PMP and advanced ITIL Certification is desirable. Superior interpersonal skills, Extensive customer "face-to-face" experience at middle or executive levels, Strong relationship building skills, Solid industry experience/knowledge Conflict management skills, Time management and self management ability, Strong management skills, Proven expertise in large (multi-site or international project management, Business acumen, Strong team orientation. Extensive experience in IT/Account Management.</p>
83347	Customer Service Account Management Consultant 4-Support	SUPP	SUPPACC	IC4	<p>Develops and manages the Oracle Support relationship with a designated large account or small number of medium accounts throughout engagement. Maximizes the customers' use of Support Services, drives high degree of satisfaction and referenceability, and to protects and enhances Support revenue streams.</p>	<p>Main contact for Oracle customers. Manages the contract, or delivery engagement as defined by Oracle Service Support (OSS). Develops and maintains relationships with senior management across lines of business and third parties. Plans and deploys support activities to ensure effective delivery within agreed budgetary constraints. Advises the account on effective and efficient way to use Oracle support services and products, tools, systems, interfaces, and procedures. Assures and improves the quality of the service, and maintains accurate account information. Communicates opportunities for customers to engage with Oracle such as technical events and business seminars. Assists in the renewal of Support contracts, and contributes to pre-sales activities.</p>	<p>8-12 years relevant work experience. Strong account management skills acquired through advanced training, study and experience. Extensive exposure to medium accounts needing subtle management often in difficult circumstances.</p>

83348	Customer Service Account Management Consultant 5-Support	SUPP	SUPPACC	IC5	Develops and manages the Oracle Support relationship with a designated large account or small number of medium accounts throughout engagement. Maximizes the customers' use of Support Services, drives high degree of satisfaction and referenceability, and to protects and enhances Support revenue streams.	Main contact for Oracle customers. Manages the contract, or delivery engagement as defined by Oracle Service Support (OSS). Develops and maintains relationships with senior management across lines of business and third parties. Plans and deploys support activities to ensure effective delivery within agreed budgetary constraints. Advises the account on effective and efficient way to use Oracle support services and products, tools, systems, interfaces, and procedures. Assures and improves the quality of the service, and maintains accurate account information. Communicates opportunities for customers to engage with Oracle such as technical events and business seminars. Assists in the renewal of Support contracts, and contributes to pre-sales activities.	12 plus years of relevant work experience. Strong account management skills acquired through advanced training, study and experience. Highly specialized level of technical expertise or business acumen. Extensive breadth and depth of knowledge and experience of account management at the highest levels, representing companies major or top service accounts. Viewed as an expert in the field. Recognized authority and leading contributor in immediate business area/function. Work is non routine and very complex, involving the application of advanced technical/ business skills.
83342	Customer Service Analyst 2-Support	SUPP	SUPPACC	IC2	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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 role, your primary focus will be to deliver post-sales support and solutions to the Oracle Support Services customer base while serving as an advocate for customer needs. You will be responsible for fielding and resolving post-sales non-technical customer inquiries via phone and electronic means and technical questions regarding the use of and troubleshooting for our Electronic Support Services. As a primary point of contact for customers, you will act as a liaison between Oracle employees and the customer with little direction from management. You will also provide guidance and resolution on a wide range of technical and non-technical customer issues. Resolution is primarily provided in real time with follow up for more complex matters. This position may provide you an opportunity to be "proactively responsible" for support for our top revenue and strategic customers.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. Prior working knowledge of or the desire to quickly learn about Oracle Financials, Oracle Service, ITS, Imaging, GSR, the World Wide Web, internal knowledgebase, MSOffice tools and our Electronic Support Service Offerings. In addition, understand the use of operating systems, hardware environments, software, networking, Oracle products and how they all interrelate in a customer environment. You should also be fluent in customer TAR reporting systems. Bachelors degree and three years related experience (and one year Client Relations experience) in hand, an ideal candidate will have excellent communication skills, will have shown prior abilities to be an effective team player, and will demonstrate commitment to ensuring customer success.
83343	Customer Service Analyst 3-Support	SUPP	SUPPACC	IC3	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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 role, you will be considered the lead customer liaison for 4 -10 strategic, top-revenue Support accounts, and will attend one-on-one meetings with representatives of the strategic accounts. You will be responsible for managing internal projects, such as creating internal training curricula and schedules, presenting across lines of businesses, identifying and driving productivity improvement opportunities, coordinating, preparing and qualifying Premier Analysts for Customer Visits and employee mentoring.	Job duties are varied and complex, needing independent judgment. May have project lead role. Because of the nature of this position, a proven track record of demonstrated working skills including, but not limited to, excellent verbal and written communication skills, project management skills, ability to multitask and work under pressure, and (most importantly) an unabbreviated commitment to ensuring customer success. Bachelor*s Degree in either communications or information systems, previous account management and customer-focused experience, training experience in a software environment, prior working knowledge of or the desire to quickly learn about Oracle*s products, and six years related experience.

11240	Customer Service Director-Support	SUPP	SUPPACC	M4	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. The Customer Service Director is responsible for delivery of departmental results for support operations through successful direction of line managers and their staff within the department. You will ensure high levels of customer satisfaction by making certain that quality and productivity guidelines are established and strived for by each team, driving quality/productivity improvement efforts, understanding and conveying strategies of the Oracle Support Services organization, and positioning the organization within support and Oracle.	The Director will be responsible for all aspects of the respective US Client Relations organization, including the direction of department senior managers and their staff. A large component of this job is to translate departmental goals into performance objectives for each line manager and measure departmental and individual performance against plan. To accomplish this goal, you will jointly develop and implement an employee development plan for each line manager and recommend strategies for improvement areas. Your role will also include approval for salary and bonus recommendations as well as approving all personnel decisions (including hiring, promotion, transfer, compensation, and disciplinary action).	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Ability to influence thinking or gain acceptance of others in sensitive situations.
11220	Customer Service Manager-Support	SUPP	SUPPACC	M2	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. As a Client Relations Manager, you will be responsible for delivery of departmental results through successful direction and management of team or staff. While in this role, you will ensure high levels of customer satisfaction by establishing and measuring group performance against quality and productivity guidelines.	Your role will have an important part in the development and execution of the Client Relations yearly business plan. In addition, you will be responsible for establishing, implementing, and communicating departmental objectives and service levels. As a manager, you will be responsible for preparing and presenting employee performance appraisals on a regular basis. You will always be prepared to act as a company spokesperson to outside customers regarding their needs and inquiries.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. Bachelors degree as well as at least 3 years Client Relations experience or appropriate related experience at Oracle. In addition, a proven track record of excellent problem solving and research skills, and excellent communication skills, while projecting a positive, professional image. Because of the nature of this position, you should have excellent communication skills, as well as the ability to provide leadership and direction to a professional team. As a Manager, you will demonstrate good judgment in the balancing of customer, employee, and company objectives.
11250	Customer Service Snr Director-Support	SUPP	SUPPACC	M5	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. The Customer Service Snr Director is responsible for delivery of departmental results for support operations through successful direction of line managers and their staff within the department. You will ensure high levels of customer satisfaction by making certain that quality and productivity guidelines are established and strived for by each team, driving quality/productivity improvement efforts, understanding and conveying strategies of the Oracle Support Services organization, and positioning the organization within support and Oracle.	Will be responsible for all aspects of the respective US Client Relations organization, including the direction of department managers and their staff. A large component of this job is to translate departmental goals into performance objectives for each line manager and measure departmental and individual performance against plan. To accomplish this goal, you will jointly develop and implement an employee development plan for each line manager and recommend strategies for improvement areas.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management involving negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge. BA/BS degree. MBA preferred.

11230	Customer Service Snr Manager-Support	SUPP	SUPPACC	M3	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. The Client Relations Senior Manager is responsible for delivery of departmental results for the U.S. Operation through successful direction of line managers and their staff within the department. You will ensure high levels of customer satisfaction by making certain that quality and productivity guidelines are established and strived for by each team, driving quality/productivity improvement efforts, understanding and conveying strategies of the Oracle Support Services organization, and positioning the organization within support and Oracle.	The Senior Manager will be responsible for all aspects of the respective US Client Relations organization, including the direction of department managers and their staff. A large component of this job is to translate departmental goals into performance objectives for each line manager and measure departmental and individual performance against plan. To accomplish this goal, you will jointly develop and implement an employee development plan for each line manager and recommend strategies for improvement areas. Your role will also include first line approval for salary and bonus recommendations as well as approving all personnel decisions (including hiring, promotion, transfer, compensation, and disciplinary action).	Manages and controls activities in multi-functional areas of sections. Ensures appropriate operational planning is effectively executed to meet Corporate specifications. Bachelors degree as well as at least 5 years Client Relations experience or appropriate related experience at Oracle. A proven track record of excellent problem solving and research skills, and excellent communication skills, while projecting a positive, professional image. Because of the nature of this position, you should have excellent communication skills, as well as the ability to provide leadership and direction to a professional team. As a Manager, you will demonstrate good judgment in the balancing of customer, employee, and company objectives.
11260	Customer Service VP-Support	SUPP	SUPPACC	M6	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. The Customer Service VP is responsible for delivery of departmental results for support operations through successful direction of line managers and their staff within the department. You will ensure high levels of customer satisfaction by making certain that quality and productivity guidelines are established and strived for by each team, driving quality/productivity improvement efforts, understanding and conveying strategies of the Oracle Support Services organization, and positioning the organization within support and Oracle.	Will be responsible for all aspects of the respective US Client Relations organization, including the direction of department managers and their staff. A large component of this job is to translate departmental goals into performance objectives for each line manager and measure departmental and individual performance against plan. To accomplish this goal, you will jointly develop and implement an employee development plan for each line manager and recommend strategies for improvement areas.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures. Demonstrated leadership and people management skills. Strong communication skills, analytical skills, thorough understanding of customer service. BS or MS degree or equivalent experience relevant to functional area.
101530	Field Support Specialist 3	SUPP	PREMSERV	IC3	Responsible for providing the first line of on-site field system support that includes hardware, software, software applications, and networking to customers and field personnel on-site at customers or remotely.	Provides a high level of customer satisfaction through the effective delivery of technical support and service programs. Customer support specifications may include product performance / maintenance, product installation, project management, site planning and professional services. Pro-actively coordinates resources, problem resolution, problem escalation, and the use of system level diagnostics. Understands service processes and options that are linked with the customers specifications. Able to identify and solve a wide range of problems. Needs a 24-hour commitment to support customer specifications which may also be fulfilled by participation in the regional standby rotation. Works primarily at customer sites.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 5 years relevant work experience. BS/BA preferred.

90250	Product Support Director	SUPP	PRODSUPP	M4	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Director you will be accountable for meeting the strategic, operational performance, quality and budgetary objectives set for the entire business unit or cost center, while assuring the highest level of customer satisfaction. You will work closely with managers to ensure proper utilization and performance goals are met, while being accountable for overall organization success.	Assists in the development of short, medium, and long term plans to achieve strategic objectives. Regularly interacts across functional areas with senior management or executives to ensure unit objectives are met. Masters Degree (or technical equivalent) in a related technical or professional area. In addition, 8 or more years of technical or professional experience (support preferred) in addition to six or more years of successful management experience (preferably in a support environment) including two or more years as a second level manager.
90246	Product Support Manager	SUPP	PRODSUPP	M2	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a first-level manager who has performed technical or professional duties in a support environment, a significant component of your duties will entail gaining knowledge of policies affecting staff and in development of effective management skills. You will interact frequently with customers and other managers. Bottom line, you will establish and communicate departmental objectives and implement plans to assure attainment of goals. Your team is likely to be comprised primarily of technical or other professionals.	Leads a specialized area which may have diverse functional elements. Frequently interacts with supervisors and/or functional peer group managers. May interact with senior management. BS (or technical equivalent). In addition, 5 or more years of technical or professional experience in addition to one or more years of experience in a management or other leadership role (preferably in a support environment).
90252	Product Support Sr. Director	SUPP	PRODSUPP	M5	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Senior Director you will be accountable for meeting the strategic, operational performance, quality and budgetary objectives set for the entire business unit, while assuring the highest level of customer satisfaction. You will work closely with senior managers and other directors to ensure proper utilization and performance goals are met, while being accountable for overall organization success. Your role will also include a strategic planning function for the entire support organization.	Directs and ensures the implementation of operational policies through subordinate managers. Interacts internally and externally with executive management involving negotiation of difficult matters to influence policy. Functional expertise and broad company knowledge. A Masters Degree (or technical equivalent) in a related technical or professional area. In addition, you will need eight or more years of technical or professional experience (support preferred) in addition to six or more years of successful management experience (preferably in a support environment) including four or more years as a senior executive.
90248	Product Support Sr. Manager	SUPP	PRODSUPP	M3	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Senior Manager, you will have successfully managed in past assignments for several years, in addition to having been an effective technical or professional contributor. You may also be responsible for one or more functional areas chartered with both staff and customer goals. Overall, you will establish and communicate departmental objectives and implement plans to assure attainment while ensuring proper utilization of resources.	Manages and controls activities in multi-functional areas of sections. Ensures appropriate operational planning is effectively executed to meet business needs. BS (or technical equivalent) is preferred. Five or more years of technical or professional experience in addition to three or more years of experience in a management or other leadership role (preferably in a support environment).

90254	Product Support VP	SUPP	PRODSUPP	M6	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	Oversee and manage being accountable for the strategic, operational performance, quality and budgetary objectives set for the entire business unit, while assuring the highest level of customer satisfaction. You will work closely with senior managers and other directors to ensure proper utilization and performance goals are met, while being accountable for overall organization success. Your role will also include a strategic planning function for the entire support organization.	Assists in the creation of division strategy and consults with senior management in providing direction to ensure growth and financial success. Ensures a consistent approach of organizational policies and procedures.
45110	Support SVP	SUPP	SUPPACC	M7	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.		Contributes through Corporate vision; providing strategic direction for a division or business unit. Profit and loss responsibility of a division or business unit.
85520	Systems Analyst 2-Support	SUPP	PREMSERV	IC2	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Systems Engineer, you will interface with the customer's IT staff on a regular basis. Either at the client's site or from a remote location, you will be responsible for resolution of moderately complex technical problems related to the installation, recommended maintenance and use and repair/workarounds for Oracle products. You should have knowledge of some Oracle products and one platform that is being supported. You will be expected to work with only general guidance from senior engineers and management and, in some areas may work independently.	Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. Because of substantial customer interfacing, a demonstrated ability to work with customers on an independent basis, while constantly achieving the highest levels of customer satisfaction is essential. A Bachelors degree in Computer Science, Engineering or equivalent experience is preferred with two years related experience.
85540	Systems Analyst 3-Support	SUPP	PREMSERV	IC3	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Senior Systems Engineer, you will interface with the customer's IT staff on a regular basis. Either at the client's site or from a remote location, you will be responsible for resolution of moderately complex technical problems related to the installation, recommended maintenance and use and repair/workarounds for Oracle products. You should be highly experienced in some Oracle products and several platforms that are being supported. You will be expected to work with only general guidance from management while advising management on progress/status.	Job duties are varied and complex utilizing independent judgment. May have project lead role. Because of substantial customer interfacing, a demonstrated ability to work with customers on an independent basis with exceptional communication skills, while consistently achieving the highest levels of customer satisfaction is essential. A Bachelor's degree in Computer Science, Engineering or equivalent experience is preferred with five years related experience. Experience with Oracle's core products, applications, and tools is important.

90244	Systems Analyst 4-Support	SUPP	PREMSERV	IC4	<p>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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.</p>	<p>As an Advisory Systems Engineer, you are expected to be an expert member of the problem-solving/avoidance team and be highly skilled in solving extremely complex (often previously unknown), critical customer issues. Performing the assigned duties with a high level of autonomy and reporting to management on customer status and technical matters on a regular basis, you will be expected to work with very limited guidance from management. Further, the Advisory Systems Engineer is sought by customers and Oracle employees to provide expert technical advice.</p>	<p>Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. Because of substantial customer interfacing, a demonstrated ability to work with customers on an independent basis with exceptional communication skills, while consistently achieving the absolute highest levels of customer satisfaction. Both a Bachelor's and Master's degree in Computer Science, Engineering or equivalent experience 8 years related experience prior to taking this position. In addition, experience with Oracle's core products, applications, and tools.</p>
85550	Systems Analyst 5-Support	SUPP	PREMSERV	IC5	<p>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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.</p>	<p>As a Senior Principal Systems Engineer, you are a guru, with strong expertise across the stack & tiers (application and system), focused in the creation and management of business solutions using Oracle technology, the operations surrounding it, and the Oracle services infrastructure needed to achieve the highest service levels (e.g., availability, performance, etc.) and consequent high customer satisfaction. You will be responsible for setting overall technology direction for key areas to invest resources in, building internal expertise and leveraging knowledge within the Support organization. You will be expected to resolve and help guide resolution of multiple highly difficult and complex problems and escalations involving several product areas, while providing consultation to senior technical advisors on projects, reviewing their work and advising areas for self-advancement.</p>	<p>Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Bachelor's and Master's degree in Computer Science or Engineering (Advanced degree such as MBA and/or Ph.D. a plus) 10 years related experience prior to taking this position. In addition, extensive experience with Oracle's core products, applications, and tools. Only proven top performing candidates of high integrity in previous job positions/grades are considered.</p>

86150	Technical Account Representative (TAM) 5	SUPP	PREMSERV	IC5	<p>Accountable for providing customers with the guidance and support needed throughout the full life cycle of implementation to ensure successful and most effective use of Oracle's products and related implementation services. Maximize the customers' use of Support Services, drive a high degree of satisfaction, referenceability and protect/enhance revenue streams. Advocates for customer and becomes a trusted advisor aligning with the stakeholders of their assigned customers.</p>	<p>Leading contributor individually and as a team member, providing direction and mentoring to others. Display authority, confidence, and a significant understanding of customer's business strategies and industry trends. Develop and manages Oracle Support relationship with a designated large account(s). Establish professional relationships with key customer contacts to ensure the highest level of customer satisfaction. Develop significant high-level customer contacts and relationships. Coordinate delivery of Support Services to meet customer goals and objectives, and drive contract renewal. Identifies and submit Delivery Leads for new opportunities, work collaboratively with Sales, the Customer Support Manager and the customers to determine their needs and identify appropriate solutions. Lead complex Account Planning and Account Reviews, tracking and communicating status on complex projects including risk identification and mitigation recommendations. Executes Project and Contract Management- contract cost, resources and scheduling, scope and risk management. Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. Lead initiatives for organizational process and tool development and improvement. Contribute to the organization at a regional level to drive regional and global strategy execution. Has detailed experience and</p>	<p>7-10 and higher years of experience of professional Enterprise implementation experience, IT Service Management, Project management or Account Management across global and diverse organizations and/or Advanced Educational degree. Most complex customer engagements and contracts. Extensive Project Management or Customer Service Management. Project Management or Service Management certification is desirable - ITIL, PMP, Prince2 or University equivalent. Demonstrated strong competency of interpersonal skills, team leadership, business acumen, relationship building and conflict management. Extensive customer "face-to-face" experience at middle and C-level executive levels. Demonstrated success with customer service delivery and management, including involvement in at least 5-7 successful customer engagements. Acknowledged leadership, experience and professional credibility. Subject Matter expertise in industry or product(s) expected. LOB Communications, Exec C-Level Communications, Global experience. Experienced in large, multi-site or global service engagements.</p>
90121	Technical Analyst 2-Support	SUPP	PRODSUPP	IC2	<p>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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.</p>	<p>As a Support Engineer, you will be the technical interface to customers, Original Equipment Manufacturers (OEMs) and Value-Added Resellers (VARs) for resolution of problems related to the installation, recommended maintenance and use of Oracle products. Your primary task will be to provide support to customers who contact the Oracle Solution Center and maintain high level of customer satisfaction while meeting guidelines (mostly through electronic means). Able to work with general guidance from senior support engineers and management and, in some areas, may work independently. Solutions often take time to develop through research, collaboration or problem replication.</p>	<p>Duties and tasks are standard with some variation. Completes own role largely independently within defined policies and procedures. One year prior working experience with Oracle products (or at least two years related experience without Oracle products) and technical degree i.e., BS Computer Science/Management Information Systems/Science/ Engineering/Math/Physics/Chemistry with a 3.0 GPA OR functional degree + technical higher degree or in lieu of degree may substitute 4 years professional experience & professional certification (i.e., CNE, MCSE, CPA, Oracle, etc.).</p>

90122	Technical Analyst 3-Support	SUPP	PRODSUPP	IC3	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Sr. Support Engineer, you will be the technical interface to customers, Original Equipment Manufacturers (OEMs) and Value-Added Resellers (VARs) for resolution of problems related to the installation, recommended maintenance and use of Oracle products. Have an understanding of all Oracle products in their competencies and in-depth knowledge of several products and/or platforms. Also, you should be highly experienced in multiple platforms and be able to complete assigned duties with minimal direction from management. In this position, you will routinely act independently while researching and developing solutions to customer issues.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 4 years experience with Core products or five years experience with Applications products and have a technical degree i.e., BS Computer Science/Management Information Systems/Science/Engineering/Math/Physics/Chemistry with a 3.0 GPA OR (for Applications) proven professional/technical experience, i.e., demonstrating an understanding of Applications at a functional and technical level (preferably Oracle)
90223	Technical Analyst 4-Support	SUPP	PRODSUPP	IC4	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Principal Support Engineer, you will offer strategic technical support to assure the highest level of customer satisfaction. A primary focus is to create/utilize automated technology and instrumentation to diagnose, document, and resolve/avoid customer issues. You are expected to be an expert member of the technical problem solving/problem avoidance team, routinely sought after to address extremely complex, critical customer issues. Services may be frequently provided by on-site customer visits.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 7 years experience with Core products or eight years experience with Applications products, BS Computer Science/Management Information Systems/Science/Engineering/Math/Physics/Chemistry with 3.0 GPA OR (for Applications) proven professional/technical experience, i.e., demonstrating an understanding of Applications at a functional and technical level (preferably Oracle).
90230	Technical Analyst 5-Support	SUPP	PRODSUPP	IC5	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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.	As a Sr. Principal Support Engineer, you will be utilized as the "proactive" technical support, business solution implementation and risk manager to assure the highest level of customer satisfaction. You will create/contribute to automated technology and instrumentation to diagnose, document, and resolve/avoid customer issues. This position is regarded by Oracle, our partners, and our customers as the technical support expert in Oracle product usage in complex, open systems implementation environments.	Provide leadership and expertise in the development of new products/services/processes, frequently operating at the leading edge of technology. 12 years experience with Core products or 12 years experience with Applications products; technical degree i.e., BS Computer Science/Management Information Systems/Science/Engineering/Math/Physics/Chemistry with a 3.0 GPA OR (for Applications) proven professional/technical experience, i.e., demonstrating an understanding of Applications at a functional and technical level (preferably Oracle).
52740	Technical Architect 4	SUPP	SOLSUPP	IC4		Responsible for translating the client's business needs into specific systems, applications or process designs for very large complex IT solutions and integrating architecture. Acts as an advocate for the client, as the ultimate authority on the architecture designed to address client business problems. Provides direction for design activities.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 8 years relevant work experience. BS/BA preferred.

ADDITIONAL

Job code	FY18 Job Title	Function	Specialty Area	FY18 Global Career Level	Posting Brief Description	Posting Detailed Description	Posting Job Requirements
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100310	Hardware Developer 1	PRODEV	HWENG	IC1	Evaluates reliability of materials, properties and techniques used in production; plans, designs and develops electronic parts, components, integrated circuitry, mechanical systems, equipment and packaging, optical systems and/or DSP systems.	Responsible for designing, developing, modifying and evaluating electronic, electro-mechanical or mechanical components, assemblies or integrated circuitry for hardware systems for the external market. Includes new design, as well as modification activities that results in significant product enhancement. Activities encompass design, analysis, testing and process development using engineering principles and methods. Technical disciplines may include electrical and logical design of printed circuit boards or integrated circuits; mechanical design of electronics enclosures or integrated circuit packaging; and embedded software/firmware design.	Work involves some problem solving with assistance and guidance in understanding and applying company policies and processes. Gaining competence in own area and acquiring a higher level understanding of role, processes and procedures. BS degree or equivalent experience relevant to functional area. 0-2 years of previous engineering or related experience.
100230	HW Development Technician 3	PRODEV	HWENG	IC3	Supports engineering activities such as design, test, check-out, modification, fabrication and assembly of prototype electro-mechanical systems, experimental design circuitry or specialized test equipment	Supports engineering activities such as design, test, check-out, modification, fabrication and assembly of prototype electro-mechanical systems, experimental design circuitry or specialized test equipment. Applications may include analog, digital and/or video circuits, and logic systems. Works from schematics, diagrams, written and verbal descriptions, layouts or defined plans to perform testing, checkout and troubleshooting functions. Performs operational test and fault isolation on systems and equipment. Assists in determining methods or actions to remedy malfunctions. Assists in the design, construction, test and check-out of test equipment. Uses manufacturing, test, development or diagnostic equipment, including, but not limited to, test programs oscilloscopes, signal generators and specialized test apparatus.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 5 years relevant work experience. BS/BA preferred.
101730	Logistics Analyst 3	MANUDIST	MATPLAN	IC3	Organizes and handles a variety of logistics issues in a manufacturing environment.	Duties involve but are not limited to supply chain services, inventory control, critical parts availability, material handling, import-export licensing, shipment of products, and third-party warehousing. Evaluates customer support and field service commitments to ensure customer specifications are met. Serves as liaison between sales and operations teams to develop concepts and coordinate product knowledge; provides data analysis for production planning and volume studies; and participates in process/rating improvement efforts. Assists in developing logistics plans and procedures.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 5 years relevant work experience. BS/BA preferred.

101740	Logistics Analyst 4	MANUDIST	MATPLAN	IC4	Organizes and handles a variety of logistics issues in a manufacturing environment.	Duties involve but are not limited to supply chain services, inventory control, critical parts availability, material handling, import-export licensing, shipment of products, and third-party warehousing. Evaluates customer support and field service commitments to ensure customer specifications are met. Serves as liaison between sales and operations teams to develop concepts and coordinate product knowledge; provides data analysis for production planning and volume studies; and participates in process/rating improvement efforts. Assists in developing logistics plans and procedures.	Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of specialization. 8 years relevant work experience. BS/BA preferred.
102330	Product Manufacturing Analyst 3	MANUDIST	MANUENG	IC3	Manages production support engineering for a specific product or group of products after transfer from design to high volume production.	Manages production support engineering for a specific product or group of products after transfer from design to high volume production. Interfaces with design, process, test and reliability engineering to solve problems. Sustains products with cost reduction and yield improvements.	Job duties are varied and complex utilizing independent judgment. May have project lead role. 5 years relevant work experience. BS/BA preferred.
20310	Staff Consultant	CONS	IMPDEL	IC1	Junior consulting position for those who are continuing to develop their expertise. Receives general instruction on routine work and detailed instruction on new projects or assignments.	As a member of a project team, follows standard practices and procedures to analyze situations/data and provide quality work products to deliver functional and technical solutions on applications and technology installations. Work involves some problem solving with assistance and guidance in understanding and applying relevant Oracle methodologies and practices. Implements Oracle products and technology in various industries to meet customer specifications.	1-3 years of overall experience in relevant functional or technical roles. Undergraduate degree or equivalent experience. Product or technical expertise relevant to practice focus. Demonstrates competence in a minimum of one product or technology area. Ability to communicate effectively and build rapport with team members and clients. Ability to travel as needed.

76650	Systems Analyst 5-IT	INFTECH	DCS	IC5	<p>Be a part of the E-Business Suite success story. Work with Oracle's world class technology to develop, implement, and support Oracle's global infrastructure.</p>	<p>Manage all aspects of internal deployment projects and work closely with the internal teams on status, issues and communications. Define business specifications with the internal user community for the global deployment of the application. Define and drive business specifications for product and component integration points. Map standard application functionality to global/local business specifications. Manage product gaps from business specifications to product enhancement and/or business process change. Gather specifications and drive solutions from a global perspective across the e-Business Suite. Define product enhancements to drive solutions across the e-Business Suite for all customers. Manage product setup definition and configuration along with internal business process teams. Manage all aspect of product rollout and coordination with internal teams. Define specifications for data migration from legacy systems into newer applications. Define specifications for data interfaces between applications for product rollouts. Manage user acceptance testing and transfer of information to internal teams. Provide technical support for implemented applications; diagnosing and reporting bugs, applying patches and upgrades as needed. Establish priorities for feasibility studies, systems design and implementation to develop new and/or modify the company's information processing systems. Coordinate with functional departments involved to collect system</p>	<p>Provide leadership and expertise in extremely complex internal systems, frequently operating at the leading edge of technology. Recommend and justify major changes to existing internal systems. BS or MS degree or equivalent experience relevant to functional area. Ten or more years of related experience recommended.</p>
90120	Technical Analyst 1-Support	SUPP	PRODSUPP	IC1	<p>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 non-technical customer inquiries via phone and electronic means, as well as, technical questions regarding the use of and troubleshooting for our Electronic Support Services. 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.</p>	<p>As an Associate Support Engineer, you will be the technical interface to customers, Original Equipment Manufacturers (OEMs) and Value-Added Resellers (VARs) for resolution of problems related to the installation, recommended maintenance and use of Oracle products. Your primary task will be to provide level one support to customers who contact the Oracle Solution Center and maintain high level of customer satisfaction while meeting guidelines (mostly through electronic means).</p>	<p>Work involves some problem solving with assistance and guidance in understanding and applying company policies and procedures. As this is an entry-level technical position at Oracle, a technical degree is preferred i.e., BS Computer Science/Management Information Systems/Science/ Engineering/Math/Physics/Chemistry with a 3.0 GPA. OR functional degree + technical higher degree or in lieu of degree may substitute 4 years professional experience & professional certification (i.e., CNE, MCSE, CPA, Oracle, etc.).</p>
13520	Technical Writer 2-ProdDev	PRODEV	TECHWR	IC2	<p>Creates, develops, plans, writes and edits operational, instructional, maintenance, test or user manuals for paper, multimedia or web-based publications. Contributes to the timely design, production and delivery/completion of product documentation and document sets.</p>	<p>As a member of the technical writing division, you will write, review and produce single books or individual chapters, appendices, etc. of product user documentation and/or courseware. Obtain data and information from the appropriate source e.g. technical staff and exercise judgment within defined procedures and practices to determine appropriate action.</p>	<p>Duties and tasks are standard with some variation; displays understanding of roles, processes and procedures. Performs moderately complex problem solving with assistance and guidance in understanding and applying company policies and processes. BS degree or equivalent experience relevant to functional area. 1 year of software engineering or related experience.</p>

99010	User Experience Developer 1-ProdDev	PRODEV	SWENG	IC1	Responsible for creating, evaluating and modifying prototypes to support evolving hardware and software application development.	As a member of the User Experience team, you will develop and apply software design/usability processes in the investigation of technical problems. May develop user profiles, with emphasis on human error control, display issues, visual interaction, physical manipulation and task and objective analyses. Provide product usability, evaluation and support to product development teams, including the analysis and investigation of applications/systems including tactile methods, visual graphics, web, multimedia, voice response and conversational user interaction. May assist in developing design concept and implementation, providing input on user design considerations. May produce specifications describing user needs and internal structures for product in development.	Work involves some problem solving with assistance and guidance in understanding and applying company policies and processes. Gaining competence in own area and acquiring a higher level understanding of role, processes and procedures. BS degree or equivalent experience relevant to functional area. 0-2 years of previous software engineering or related experience needed.
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