

**Job Title:** Solution Architect

**Job ID:** IRC2105023

**Organization Name:** Fusion Middleware Architecture Team (A-Team)

**Department:**

Do you have what it takes to be a Fusion Middleware Architect? If you do, then come join our exclusive A-team that is critical to our Product Development organization offering specialized and deep technical expertise in Fusion Middleware. We act in a role to both ensure strategic customer success and to provide real-world feedback to the product development teams in order to constantly improve the products. The FMW A-Team is the most senior and seasoned technical group within Oracle product development.

The Oracle Fusion Middleware Architecture Team (known as the A-Team) supports some of Oracle's largest and most strategic customers worldwide. Our mission is to provide deep technical expertise to support various Oracle field organizations and customers deploying Oracle Fusion Middleware related products, and to collect real world feedback to continuously improve the products we support. Our overall objective is to ensure the success of Oracle's largest and most strategic customers.

Within the A-Team, our team supports the Cloud Application Foundation product suites, including Oracle WebLogic Server, Oracle Coherence Data Grid, Oracle Tuxedo and Oracle Enterprise Manager. The A-Team is an outbound part of the development organization working closely with Oracle's most important customers and partners to ensure their success with Fusion Middleware products.

**Description:**

This position is for a very senior level consultant to work in the BPM product area. Work is varied and challenging and covers virtually the entire software development lifecycle. A-Team members are expected to take a leadership role in complex customer and partner engagements where we provide deep technical expertise to ensure the success of those projects. We routinely engage with customers and partners to deliver architecture reviews, proof of concepts, and performance tuning. We also work closely with other Oracle teams including core development, support, and sustaining engineering in order to troubleshoot customer problems that require deep product expertise. As a member of the software development organization, you will also take an active role in the definition and evolution of best practices and procedures. At times, you will be responsible for designing and developing software for customer demos, proof of concepts, and testing and debugging.

**Scope of Position**

- Independently manages all aspects of team projects and engagements (technical and non-technical). For example: POCs, support escalations, pre-sales engagements, workshops, seminars, etc.
- Demonstrate technical leadership in his/her area of expertise and works effectively with field resources, support, product management, and engineering to ensure that customers are successful with Oracle software.

- Becomes a trusted adviser to field personnel, such as SCs and Oracle consultants, and product management. Establishes credibility and trust with both external and internal customers.
- Plays a key technical role in guiding customers, support analysts, and engineers in resolving critical customer and product issues.
- Is sought out by, and frequently provides expertise and advice to other team members, Oracle consultants, solutions specialists, sales consultants, partners, product managers, and customers.
- Leads cross-functional teams of individuals to successfully deliver extremely complex projects.
- Works as an executive advisor to Oracle and customer's executives to ensure that the company and customers are successful with our products and solutions.
- Expected to create and maintain best practices information routinely for support, team members, and customers. Influences and reviews product requirements and design documents for future product releases.
- Frequently mentors team members, Oracle consultants, solutions specialists, sales consultants, partners, and customers.

## Technical Traits

- Demonstrates solid understanding of Enterprise Architecture concepts and issues. Has the background and product expertise to understand complex application integration scenarios.
- Has "hands on" experience in developing complex, distributed system architecture solutions, bringing together the appropriate resources and products (including third party products) needed to construct a complete solution.
- Recognized expert in his/her area within and outside Oracle.
- Is the technical "go-to person" for their area within the group and independently collaborates with product management and engineering. Routinely solves complex problems by applying creativity and expertise while not losing sight of "the big picture".
- Models engineering best practices in engagements. This includes clarity and completeness of internal and external deliverables including, but not limited to, software designs, code quality and performance, thoroughness of testing, attention to documentation, and generation of bugs and enhancement requests.
- Possesses excellent troubleshooting skills and instincts that are applied in a systematic manner to help customers resolve critical product issues.
- Is able to exhibit professionalism in high-stress situations.
- Exhibits creativity and resourcefulness in architecting solutions to meet customer requirements and can frequently create workarounds to difficult problems.
- Explains implementation details of Oracle platform products to customers at the appropriate level of detail. Works collaboratively with engineering architects and leads to ensure that the answers provided are complete, technically accurate, and in line with the design, implementation, and best practices.
- Works with product management and engineering on product phase reviews to help shape the future releases
- Provides expert guidance to support and sustaining engineering when involved with critical customer escalations.
- Takes detailed engineering information and conveys it to customers at the appropriate level of detail
- Sees a problem/solution from multiple perspectives and evaluate architectural trade-offs from different points of view

- Balances the need to add complexity to a solution with the customer's ability to understand, implement and maintain that solution
- Has strong sense of the business and technical strategy required to envision the "right" architectural approach to the customer's problem set given their business objectives
- Produces detailed documentation and architectural write-ups from engagements when requested
- Establishes credibility and trust with customers at all levels.
- Leads the customer's architecture team and the developer community to set its technical direction.
- Contributes substantially to engineering and product management to steer Oracle product vision and technical direction

## **Visibility, Influence, Leadership, and Teamwork**

- Engages in executive level discussions and translates technical value of the solution to business value
- Works effectively in a team environment whether in a leadership role or secondary role
- Demonstrates tact and diplomacy
- Maintains good report and demonstrates leadership and teamwork in cross-functional teams.
- Demonstrates good negotiation and relationship building skills.
- May represent Oracle by speaking at external technical conferences, training classes, workshops, etc.
- Is customer-focused and able to build confidence with customers and sales teams at all levels by understanding issues from both a technology and business standpoint.
- Assimilates information rapidly in sometimes stressful situations and is able to convey complex ideas in a professional manner.
- Successfully works with various technical and non-technical resources inside Oracle to resolve customer and partner issues rapidly and efficiently.
- Influences the technical decisions of other team members and product development teams with his/her experience and technology expertise.

## **Experience**

- Typically 12-17 years of industry experience in sales consulting, consulting, or equivalent technical customer facing roles such as A-Team
- Highly visible thought leader within Oracle, opinions and decisions are respected in and outside the team and Engineering

## **Work Location:**

Bay Area preferred but anywhere near and airport would work

## **Contact:**

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*As part of Oracle's employment process candidates will be required to complete a pre-employment screening process, prior to an offer being made. This will involve identity and employment verification, salary verification, professional references, education verification and professional qualifications and memberships (if applicable).*