



External Applications and/or Resumes must be turned in by 3:00 pm on November 15th, 2011.
Internal Employee Transfers and Resumes must be turned in by 5:00 pm on November 15th, 2011.

IT Functional Support Analyst

Human Resources Reference # 11-277

Internal & External Posting

Number of openings: 1 Fulltime, Year Round

Location: Administration Building

Working Shift: Day Shift

Hours & Work Days: 8:00 am – 5:00 pm, Monday – Friday; hours and shifts may depend on production.

External applicants may apply at Work Source located at 215 Bridge St. in Wenatchee, or mail in your Resume at: Attn Human Resource Department PO Box 2779 Wenatchee, WA 98807.

Current Stemilt employees if interested may apply in the Human Resource Department.

Summary:

The Functional Support Analyst's role is to deliver support to end users in the organization about how to use Oracle E-Business Suite R12 efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as operations, financials, sales, inventory, shipping and other business units. The Functional Support Analyst is also responsible for assisting in the design, delivery, and improvement of Oracle Applications as well as in-house developed software applications, organizing training programs and related courseware.

Qualifications:

Formal Education & Certification

- College diploma or university degree in the field of computer science, information systems, and/or 4 years equivalent work experience.
- Certifications in E-Business Suite a plus.

Knowledge & Experience

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Oracle E-Business Suite R12 modules included Financials (GL, AP, AR) Inventory, Order Management, Warehouse Management Systems and Purchasing.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Knowledge of programming languages and techniques, including SQL, PLSQL and Linux OS are helpful.

- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Good understanding of the organization's goals and objectives.

Personal Attributes

- Highly self motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent communication skills in each of the following areas: written, oral, interpersonal, and presentational skills.
- Experience working in a team-oriented, collaborative environment.

Responsibilities

- Field incoming problem tickets from end users to resolve application and software issues within Oracle E-Business Suite and other software applications used.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue using task tracker system.
- Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- Perform hands-on fixes at the desktop level to resolve issues as well as configuring systems and applications.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Communicate application problems and issues to key stakeholders, including management, development teams, and end users.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- Maintain and enhance performance of all new and existing software and applications across the organization.
- Identify and learn appropriate software applications used and supported by the organization.
- Coordinate with department heads to assess departmental application training needs and objectives.
- Participate in the design, development, and delivery of software applications training programs and individual classes.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.
- Perform testing and validation of applications during preventative maintenance, including the installation of service packs, patches, and software upgrades.

Competitive Benefit Package which includes:

Medical, Dental, Prescription Insurance, 401 K, Paid Vacation, Holiday Pay, and other benefits. EOE AA.