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ERP Second Level Support (RUN) – Analyst (Services)

Pune, India

JOB DESCRIPTION

We are seeking an experienced Application Development and Support Analyst to provide development, maintenance, enhancement, and production support for Oracle Applications. The role will be responsible for analyzing business requirements, troubleshooting application issues, and working closely with business users, technical teams, and other stakeholders to ensure system stability and continuous improvement.

The candidate will be responsible for analyzing incidents and service requests, understanding business processes, identifying root causes, coordinating resolutions, supporting enhancements, and ensuring that Oracle Applications meet business requirements.

Key Responsibilities

1. Application Support

- Provide production support for Oracle Applications.
- Analyze and resolve application incidents, defects, and service requests within agreed SLAs.
- Troubleshoot issues related to Oracle modules, interfaces, concurrent programs, reports, workflows, and database objects.
- Perform root-cause analysis and implement permanent corrective actions.
- Support application deployments, patches, upgrades, and production releases.

1. Application Development

- Analyze business requirements and translate them into technical specifications.
- Perform unit testing, system testing, and support user acceptance testing.

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1. Business & Stakeholder Management

- Work closely with functional teams and business users to understand requirements and resolve issues.
- Participate in requirement gathering, impact analysis, and solution design.
- Communicate technical issues and solutions clearly to both technical and non-technical stakeholders.
- Maintain knowledge of business processes and their relationship with Oracle Applications.

Required Technical and Functional Skills

- Strong functional knowledge of Oracle E-Business Suite (EBS) and/or Oracle Fusion Cloud Applications.
- Good understanding of one or more Oracle functional modules.
- Strong understanding of business processes related to the supported Oracle modules.
- Experience in production application support and incident management. Experience in Manufacturing Industry preferred.
- Ability to troubleshoot functional issues and perform root-cause analysis.
- Experience in requirements gathering and functional analysis.
- Experience preparing functional specifications and test cases.
- Strong knowledge of SIT, UAT, regression testing, and defect management.
- Basic knowledge of SQL for data validation and investigation is desirable.
- Familiarity with ServiceNow, Jira, or other IT service management tools is an advantage.
- Experience working with Oracle Support or third-party Oracle vendors is desirable.

Qualifications:

- Bachelor's degree in computer science, Information Technology, Business, Finance, Engineering, or a related discipline.
- Typically, 3–5 years of experience in Oracle Application support or a similar role.
- Experience supporting Oracle EBS R12 and/or Oracle Fusion Cloud is preferred.
- Experience working in a production support environment with defined SLAs.
- Experience supporting business users across multiple departments or locations is an advantage.

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ABOUT US

The successful candidate will embrace Vertiv's Core Principles & Behaviors to help execute our Strategic Priorities.

OUR CORE PRINCIPLES: Safety. Integrity. Respect. Teamwork. Inclusion.

OUR STRATEGIC PRIORITIES

- High-Performance Culture
- Customer Focus
- Operational Excellence
- Innovation
- Financial Strength

VERTIV BEHAVIORS

- Own it
- Act with urgency
- Foster a customer-first mindset
- Think big and execute
- Lead by example
- Drive continuous improvement
- Learn and seek out development
- Promote transparent & open communication

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JOB INFO

Job Identification	20279176
Job Category	Business Applications
Posting Date	09/03/2026, 05:07 PM
Locations	 Pune, India

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