

Retail Consult is recruiting!

The impact of technology in retail is a game changer affecting every retailer from small, local shops to retail giants. Working at Retail Consult means being at the center of this industry in transformation. As specialists in technology solutions for retail, we provide solutions strategy, implementation, deployment, training and support services for clients across a range of retail segments including fashion, grocery, pharmacy, do it yourself, telecommunications, and electronics. Work, train and learn with a growing team with over 300 people based in Portugal, the US, Germany, Brazil, Mexico, Chile and China, who are transforming the business of retailers across the globe.

We are currently seeking for a **Service Analyst** to join our Consultancy, Maintenance and Support Team in Curitiba, Brasil.

Job Description:

- Analyze, resolve and close the Incidents as per the SLAs with limited supervision;
- Contributes and participate on Problems (Bug-fixes) analysis and enhancements as assigned;
- Carries out development based on functional specifications received from the SA;
- Completes the code fix/change/development as per the agreed schedule;
- Produce development documentation;
- Follow fundamental ITIL processes defined internally;
- Keep Service Desk and Knowledge Base Tool updated;
- Develop knowledge on different Oracle technologies accordingly to the different accounts specifications with guidance from the SA;
- Develop technical knowledge (i.e. Oracle Forms, Shell Scripting, PL/SQL, WebServices (SOAP; REST; JSON));
- Experience with MOM localized version with focus in RMS / RFM.
- Responsible to communicate with Oracle Support, reporting, maintaining and closing the problems founded on the Client's application systems, with guidance from the SA;
- Responsible to share with the Client's all communications made with Oracle Support about their problems, created on MOS platform.

Requirements:

- Good verbal and written communication skills;
- Skilled at working within a team-orientated collaborative environment, with the ability to also work independently;
- Problem solving and critical thinking;
- Keen attention to detail;
- Appears confident and comfortable working with people at all levels;
- Efficiency communication between internal team elements;
- Compliant with CMS methodologies and processes;

- Preferable a minimum of a Bachelor's degree in Technology, Computer Science or a related field;
- Ideally has work experience as a Service Analyst.

If you think your profile matches our requirements and you are looking for an experience that offers opportunity, growth, balance, and a feeling of value, apply to this job submitting your CV at www.retail-consult.com/en/work-with-us/ or jobs@retail-consult.com.

Retail Consult - Transforming Retail with Passion