

Senior Manager - Customer Success Services (CSS) Global SaaS&Apps

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Company: Oracle

Location: Poland

Category: office-and-administrative-support

Do you want to work with exciting customers across all sectors in the industry? If you have a passion for tech, a customer-centric approach, and a background in team management, services and service delivery and Apps&SaaS knowledge, come and grow your career with us. Join us!

Oracle is a technology leader that's changing how the world does business – and our Customer Success Services (CSS) team supports over 6,000 companies around the world. We're looking for an experienced and self-motivated leader to lead a team of technical subject matter experts located in Europe as our Engineer Manager. Join our Global CSS leadership team and actively contribute to accelerating our customers success by leading our team of highly skilled technical experts who build and maintain our clients' technical landscapes through tailored support services.

The background you should have for this job

Minimum 15 years IT organization background. Proven experience of working within a strategic resourcing and delivery environment

Managed a Team of 10 plus

Have experience in leveraging onshore and offshore teams

Oracle Apps UL, Siebel, Database and CX knowledge and experience on premises and on Cloud is a plus

Strong English level

What you will do

Lead and develop a team of technical subject matter experts, responsible for working with customers to give the guidance and support the operation of Apps&SaaS, database onsite and in cloud, delivering services that drive customer success and innovation. Being an active contributor in the CSS Business and Portfolio development.

You will be measured on Customer satisfaction (internal and external customers), retention and growth, team utilisation, team development and retention, Practice development and XLOB collaboration including Product Management, Customer Success Leadership and Product Support, Consulting.

Thrive in this crucial role!

Scope

Be responsible for the successful technical delivery of CSS contracts into designated customer accounts within one or more country/region, covering core Apps Pillars

Form part of the EMEA CSS management team, with shared accountability for technical capability throughout EMEA

Be accountable as the point of contact, within the region/technology, to assure appropriate technical skills and resource coverage to fulfil CSS delivery commitments in the most efficient way – whether they be on-site, remote or third party

Lead service/product development activities/initiatives as required

Drive skills development of team members in line with CSS objectives, and their personal development plans, career goals (Individual contributors)

Engage closely with the regional CSS TAM Organization and CSS Sales to understand and provide the resources and the skills needed to deliver proper, effective and efficient CSS Services

Collaborate closely with other managers within the support organization

Develop strong relationships with partner organizations and other third parties as required to extend, in a flexible way, CSS delivery capacity

Responsibilities

Regular interaction with sales, delivery account teams to ensure appropriate solutions are

being identified and implemented

Active participation with the relevant regional and global collaboration programs to oversee the sharing of best practices, technical knowledge and experience among the ASE community

Assist in developing business models in a variety of situations that impact customers and Oracle positively

Provide leadership and direction to the team with coaching and mentoring capabilities

Appraisal of their directs, setting of realistic measurable objectives and agreed personal development plans

Ensure Team Utilisation, Expertise Centre Usage and Delivery cost are aligned with agreed targets and anomalies are identified and act upon

Evangelize the value of Customer Success Services to the customer base and other lines of the Oracle business

Act as a senior management point for escalation of customer issues

Ensures the proper technical resource allocation to CSS service

Understands Oracles and CSS product/solutions portfolio and knows how to win relative to competition.

Ensure the managers and the team leaders validate and improve the quality of CSS processes and services as agreed by CSS leadership

Ensure the team contributes to the wider development of services/product development activities/initiatives to contribute to customer success and business generation

What we will offer you

A competitive salary with exciting benefits

Flexible and remote working so you can do your best work

Learning and development opportunities to advance your career

An Employee Assistance Program to support your mental health

Employee resource groups that champion our diverse communities

An inclusive culture that celebrates what makes you unique

At Oracle, we don't just respect differences — we celebrate them. We believe that innovation starts with inclusion, and that to create the future, we need people with a diverse set of backgrounds, perspectives, and abilities. That's why we're committed to creating a workplace where all kinds of people can do their best work. When everyone's voice is heard and valued, we're inspired to go beyond what's been done before.

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