

Technical Operations Consultant

Technical Services

About Us:

Redfaire is a growing, international technology company headquartered in Limerick, Ireland. Redfaire helps global organisations modernise their JD Edwards environments, migrate to Oracle Cloud Infrastructure (OCI), and unlock value through automation, analytics, and innovation.

Innovation is at the heart of everything at Redfaire, we provide guidance and expertise to our customers in Oracle Cloud, Integrations, AI and Machine Learning.

Headquartered in Limerick, Ireland, we also have offices in UK and USA and a direct presence in other international locations. As a founding partner of Redfaire International, a global network of top-tier JD Edwards consultancies, we're able to deliver even broader, more impactful solutions to our clients worldwide.

About the Role:

We are currently recruiting a Technical Operations Consultant to join our busy Technical Services Team. The Technical Operations Consultant will be responsible for the successful completion of Operations tasks including system monitoring & escalation, object promotions and package deployments, job scheduling, creating & maintaining Operations documentation & reporting.

The candidate should have excellent verbal & written communication skills in English & proven analytical and problem-solving skills. The candidate will also need the ability to work in a remote team environment.

This is a full-time role which can be facilitated remotely from the candidate home working across a 24/7 shift pattern.

Responsibilities:

The Technical Operations Consultant role is broad, and responsibilities include (but are not limited to):

- Work as part of the Operations team and independently to monitor customer systems including batch jobs, functions, servers, disk space as assigned around the clock. Escalate incidents as necessary in a timely manner.
- Provide first level support for logged requests from help desk and other service delivery staff. Troubleshoot and investigate problems and gather information to facilitate resolution of problem
- Build and deploy packages and associated tasks to non-production and production systems as required.
- Handling of security related requests.
- Create and maintain batch job schedules in production and non-production systems.

- Perform system Maintenance task like applying OS/ WebLogic patches, Rebooting the system, Perform health check post maintenance
- Monitor and update IT Service Management systems e.g. ServiceNow, Zendesk in line with agreed SLAs. Assign support requests to the appropriate support teams.
- Monitor the Redfaire customer support line at all times during a shift. Ensure that all appropriate information is gathered when receiving such calls and assign appropriately. Ensure users and other interested parties are kept informed of progress.
- Raise new support tickets based on information received from customers or update existing tickets.
- Escalate to the Service Delivery Manager when tickets are about to breach the SLA.
- Liaise with support consultants and other internal departments including the CNC, functional support and development teams.
- Adherence to Redfaire and client Data Protection Policies.

Qualifications & Skills:

- Relevant 3rd level qualification or equivalent.
- Knowledge of Oracle ERP systems is essential.
- Excellent (English) communication skills, both verbal & written.
- Technical competence with proven analytical skills.
- Systematic approach to problem resolution.
- Ability to work independently under one's own initiative whilst being part of a team.
- Proven ability to be adaptable and to respond to constantly changing demands.
- Ability to work under pressure & to prioritise.
- Recognise the importance of customer service and strive to deliver high standards.
- Working knowledge of Microsoft products such as Word, Excel, Powerpoint, Outlook.

What we offer:

- Career growth within an expanding global award-winning Oracle Partner recognised for excellence.
- Supportive team culture with ongoing training and mentorship.
- Competitive salary and benefits package.
- Opportunity to engage in flexible working arrangements, including remote options, to help you maintain a healthy work-life balance.

Redfaire is an equal opportunities employer. We are committed to building an integrative culture where everyone feels welcomed and supported. Our inclusive workplace provides an environment that will support your development no matter your gender, civil status, family status, sexual orientation, religion, age, disability, education level, or race.

To apply:



Please send your CV to careers@redfaire.com line with your name and 'Technical Operations Consultant' in the subject.