

## **Business Systems Support Analyst**

### **Job Summary:**

The TriCal Group is a privately held family of companies based in the United States, with worldwide affiliates in areas including Canada, Europe, Latin America, Australia, South Africa, and Asia. The TriCal Group exists to promote the most beneficial soil environment for growers to produce healthy, bountiful crops that feed the world. We accomplish this by supplying pre-plant soil fumigation material and application, crop health and nutrition analysis, post-harvest fumigation, irrigation, fertigation, and agricultural equipment to growers in over 30 countries.

The Business Systems Support Analyst is the primary point of contact for end users of Oracle Fusion Cloud, responsible for resolving system issues, supporting day-to-day operations, and ensuring a high-quality user experience.

### **Duties/Responsibilities:**

- Support the implementation and enhancement of Oracle Cloud applications.
- Analyze business requirements and translate them into technical solutions.
- Provide testing, training, and post-implementation support.
- Collaborate with cross-functional teams, including developers, project managers, and business stakeholders.
- Support upgrade and patching activities.
- Create and maintain technical documentation, training materials, and user manuals.
- Troubleshoot issues and provide timely resolutions.
- Communicates with users via phone, email, online meeting applications, and/or a support ticketing system to assess the scope of the problem and determine what, if any, resolution steps users have performed.
- Applies knowledge of computer software and hardware to assist users in resolving problems.
- Installs or assists with the installation and set-up of new software.
- Maintains knowledge of technical innovations, trends, and best practices; makes recommendations for new software and hardware.
- Maintains logs of support services provided in the ticketing system or other appropriate database.
- Develops training materials and/or provides onsite training as requested.
- Performs other related duties as assigned.

### **Required Skills/Abilities:**

- Experience with Oracle Fusion Cloud ERP applications.
- 3–6+ years of experience supporting ERP systems, with at least 2+ years in Oracle Fusion Cloud.
- Ability to perform full lifecycle implementations and system upgrades.
- Strong communication and client-facing skills.
- Ability to work independently in a remote or onsite environment.
- Strong analytical and problem-solving skills.
- Works well in a team environment.
- Ability to explain technical problems to nontechnical employees.
- Travel Requirement: Limited travel required; primarily for on-site user support, training sessions, and key system events (e.g., go-lives or major updates).
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### **Preferred Skills/Abilities:**

- Understanding of Oracle Cloud EPM, Procurement, SCM, HCM or other modules.
- Experience with Oracle Integration Cloud (OIC), BI Publisher, and OTBI.

- Understanding of accounting principles and financial processes.
- Knowledge of SAGE 500 ERP application.

**Benefits:**

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

**Schedule:**

- 8-hour shift
- Monday to Friday

**Ability to commute/relocate:**

- Fully remote

