# **Mexico Jobs Expertini®**

# **Principal Siebel Config Specialist**

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Company: Oracle Location: Mexico Category: other-general

As a Siebel Developer, you will be responsible for designing, developing, and maintaining Siebel CRM applications to meet the business needs of our organization. You will collaborate with cross-functional teams, including business analysts, system administrators, and quality assurance testers, to ensure the seamless integration and optimal performance of the CRM system.

# **Preferred Qualifications:**

Siebel certification is a plus.

Experience with other CRM systems or Salesforce CRM.

Knowledge of industry-specific CRM solutions (., healthcare CRM, financial CRM, .

Familiarity with Agile development methodologies.

A Siebel Developer should have a deep understanding of the Siebel CRM platform and be able to adapt to changing business requirements. They should also stay updated with the latest Siebel features and technologies to ensure that the CRM system remains effective and efficient for the organization.

#### Key Responsibilities:

# **Design and Development:**

Work closely with business analysts to understand business requirements and translate them into technical solutions.

Customize and configure Siebel CRM application modules to meet specific business needs.

Develop and maintain Siebel scripts, workflows, business services, and business components.

#### Integration:

Integrate Siebel CRM with other systems and third-party applications as needed.

Create and maintain EAI (Enterprise Application Integration) processes, including web services, RestAPIs, integration objects, and data maps.

#### Performance Optimization:

Monitor and troubleshoot Siebel application performance issues.

Identify and implement performance enhancements and optimizations.

#### Data Management:

Design and maintain data models, including defining data objects and relationships.

Perform data migration and data cleansing activities as required.

#### Testing and Quality Assurance:

Collaborate with quality assurance testers to ensure the quality and reliability of Siebel CRM solutions.

Participate in system testing and user acceptance testing (UAT) efforts.

# Documentation:

Create and maintain technical documentation, including design specifications, configuration documents, and system documentation.

# Support and Maintenance:

Provide ongoing support and maintenance for Siebel CRM applications, including troubleshooting and resolving issues.

Perform regular system updates and patches as needed.

# **Qualifications:**

Bachelor's degree in computer science, Information Technology, or related field (or equivalent work experience).

Proven experience as a Siebel Developer or in a similar CRM development role.

Strong knowledge of Siebel CRM IP17+ architecture, configuration, scripting, and customization.

Proficiency in Siebel Tools, Siebel eScript, Siebel Workflow, and Siebel EAI.

Experience with integration technologies, such as web services and EAI connectors.

Familiarity with database concepts and SQL.

Strong problem-solving and troubleshooting skills.

Excellent communication and collaboration skills.

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