



Cabot Corporation is a leading global specialty chemicals and performance materials company headquartered in Boston, USA. Cabot delivers performance solutions that solve customers' challenges today and prepare them to meet tomorrow's needs. Our businesses serve key industries such as transportation, infrastructure, environment and consumer. Cabot is a business-to-business company with 42 manufacturing facilities in 21 countries.

APPLICATION SUPPORT SPECIALIST

Position summary:

The Application Support Specialist will be part of a regional and global team responsible for the day-to-day operational support of Cabot's key business applications. In summary these include, but not limited to, ERP - Oracle's JDE EnterpriseOne application and several integrated core systems covering supply chain, quality, manufacturing, CRM and business intelligence. Provides technical guidance and direction as well as basic project management skills for the occasional local and region specific projects.

Languages required:

English

Working time:

Full time work

Start of work:

Negotiable

Location:

Riga, Mukusalas street 101

Contact information

Contact person:

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Job Responsibilities:

- ◆ Follows established IT procedures and guidelines (issue management, testing protocol, documentation, change management, etc.)
- ◆ Provide support and assist users with JDE application along with other regional application issues as recorded and routed through the corporate issue management application
- ◆ Coordinate the resolution of complex issues with global Cabot IT/BPE teams
- ◆ Coordinate and document end user testing for all issues as they are resolved
- ◆ Provide technical and analytical solutions to resolve data and integrity issues
- ◆ Provide direction and training for end users as required / requested
- ◆ Conducts project meeting and utilize project tracking and analysis tools as required
- ◆ Assist with global / regional projects as time allows. Develops detailed work plans, schedules. Participates in development and implementation of relevant policies and procedures

Requirements:

- ◆ Minimum 1-3 years of experience with J.D. Edwards EnterpriseOne OR other ERP system such as SAP, E-Business Suites by Oracle, etc. in a functional/technical support role preferably across the suite of applications
- ◆ Experience with Transact SQL for Oracle Database is considered a plus
- ◆ Fluent English language skills
- ◆ Good Problem Solving and Analytical Skills is necessary