

Job Title: Education Associate

Job Title for Posting: Oracle NetSuite Graduate Program - Education Associate Consultant

Division: NetSuite Global Business Unit

Locations: Makati, Philippines

Start Date: September 2021

Schedule: North America hours

Company Overview

With more than 420,000 customers, and with deployments across a wide variety of industries in more than 145 countries, Oracle offers a comprehensive and fully integrated stack of cloud applications, platform services, and engineered systems. For more information about Oracle (NYSE:ORCL), visit oracle.com.

Group Overview

Oracle's acquisition of NetSuite in November 2016 brought together the reach of NetSuite's cloud ERP solutions for small to midsize businesses with the breadth and depth of Oracle's enterprise-grade cloud solutions for the back and front office. In 1998, NetSuite pioneered the Cloud Computing revolution, establishing the world's first company dedicated to delivering business applications over the Internet. Today, NetSuite provides a suite of cloud-based financials / Enterprise Resource Planning (ERP) and omnichannel commerce software that runs the business of more than 40,000 companies, organizations, and subsidiaries in more than 100 countries.

Why Oracle NetSuite

Are you motivated to launch your career in a high energy, competitive environment with a leading technology company? Let's have a conversation about how you can make an immediate impact. To start, you will be surrounded by smart, innovative, caring people who are invested in our customers and the community. If you're looking to share your unique perspective and ideas at a collaborative table and help equip all types of businesses achieve their visions, check us out.

Global Associate Consultant Program prepares entry level candidates for an exciting and rewarding career at Oracle NetSuite. **Education Associates** participate in an initial six-month enablement program focused on building product knowledge, implementation and teaching skills through training and development. You will learn first-hand how NetSuite impacts our customers' businesses by working alongside NetSuite Professional Services and NetSuite Education Consultants on projects; thereby gaining valuable consulting experience across multiple business environments. NetSuite implementations require our **Education Associates** to engage with the customer at the start to successfully design and develop user adoption strategies that carry through to end user training delivery. Our Associates work closely with our customer to successfully drive usage and adoption by:

- Engaging with the client to increase user acceptance of NetSuite
- Assessing their end user adoption and learning needs
- Creating a change management and user adoption strategy
- Understanding customer business processes
- Mitigating any adoption concerns and helping align key business processes to match configuration specifications
- Learning their configuration and use of the NetSuite application
- Creating a customized enablement strategy to deliver training to the customer's users
- Delivering all required training

Your Responsibilities:

As an **Education Associate**, you will have the opportunity to make immediate contributions to the organization as you:

- Integrate as a team member on customer projects
- Build successful customer relationships
- Interact with customers in the deployment and sustainment of their NetSuite system
- Utilize a structured project delivery incorporating Education methodologies
- Analyze customer business processes, end user perceptions to change, organizational readiness for the implementation and learning requirements

- Design solutions using NetSuite Education offerings, services and products
- Create custom change management deliverables including communications, stakeholder engagement strategies, and change champion frameworks
- Deliver training sessions to NetSuite users in a variety of industries, sizes and types of businesses
- Suggest new solutions to management based on industry shifts, technology advances and interactions with customers
- Based on the business needs, Education Associates may be required to work in different time zones

Successful **Education Associates** progress into Education Consulting positions within the NetSuite Education Services Organization.

Preferred Qualifications:

- Bachelor's degree in the graduating class of 2020 or 2021, preferably in Business Administration/Management, Accounting, Finance/Economics, Computer Science, Information Technology, Management Information Systems, Psychology, Human Resource Management, Education or Liberal Arts
- Intelligent, motivated and competitive with a "roll-up-the-sleeves" and "get the job done" attitude
- Strong work and/or internship experience
- Strong business judgment and common sense
- An aptitude and love for helping others change and grow
- Initiative, creativity and a passion to deliver results that make a difference
- Well-rounded individual with varied interests and experience
- Excellent communication (verbal, written, and presentation) and interpersonal skills (outgoing and personable)
- Thrive on working in a fast-paced environment
- Ability to multi-task, prioritize and manage time effectively
- Effective when working independently and in team environments
- Receptive to feedback
- Desire to work in the technology industry with a growing company

As part of Oracle's standard employment process, candidates will undergo a complete background check prior to an offer being extended. These background checks are conducted by a professional third party firm at no charge to the applicant and include: prior employment verification, education verification, social security trace, criminal background check and motor vehicles records (where required for position). Oracle is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability and protected veterans status or any other characteristic protected by law.

If you are interested in working at Oracle and you have more than 1 year of professional full-time work experience (excluding internships, research and/or teaching assistant roles, and/or military experience), please apply to Oracle's experienced job openings. For information on currently open positions at Oracle, please visit <http://oracle.com/goto/careers>.

The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red square.

Detailed Description and Job Requirements

Customizes and delivers Education services to external customers.

The Education Associate is responsible for the success of their assigned Oracle projects and committed to superior customer service. They are expected to participate in the development of plans for continuous personal and professional growth. Control aspects of the customer event (i.e. change management, instruction, etc.) to ensure success. Produce quality deliverables on a project (i.e. assessments, communication, curriculum development, Tutor, eLearning). Continually develop capacity to deliver services that add value to the customer and grow their understanding of basic concepts. Provide support to project team, project management, and upper management. Meet utilization targets. Travel as needed.

Work involves problem solving with assistance and guidance in understanding and applying company policies and procedures. BS or equivalent functional or professional experience preferred. Has obtained or is working towards applicable industry recognized certifications (OCP, CPA, CPIM).