



## **APPLICATION SUPPORT MANAGER**

### **Job Description:**

Millstone Medical Outsourcing, headquartered in Fall River, MA is a fast-growing company in need of motivated individuals to assist in the expansion of its Distribution Center located in Olive Branch, MS. The Distribution Center's core business focus is loaner kit processing and distribution of medical devices. Millstone also engages in other activities, such as mechanical inspection and packaging, which are designed to meet the outsourcing requirements of medical device manufacturers seeking to reduce costs while maintaining high levels of quality, accuracy and timeliness. Millstone Medical Outsourcing is FDA and ISO registered and employs a detailed internal quality system to ensure ISO compliance.

We are currently seeking an Application Support Manager to join our dynamic team. The job duties and requirements are listed below:

### **Responsibilities:**

- The Application Support Manager will provide high quality operational and technical application support to Oracle 12.2 EBS clients and the company's product suite of applications. Including Inventory, Order Management, MSCA and Discrete Manufacturing.
- This position participates in the implementation, maintenance and support of Millstone's EBS software applications, while successfully documenting, troubleshooting, reporting and resolving reported issues.
- Works directly with an onsite cross-functional team consisting of SME, Senior Management and Technical Support and works with a remote team of analysts and developers.
- The individual must have proven leadership experience and have the ability to multi-task, be creative, innovative, flexible, and organized.

### **Key Qualities:**

- A strong work ethic; displays initiative, ability to be very hands-on, as well as a sense of urgency in completing assigned projects on-time and on-budget.
- Exceptional customer relations skills and a commitment to excellent customer service.
- Excellent interpersonal and communication skills.
- Demonstrated critical thinking and decision-making skills.
- Ability to work flexible shifts



**Skills:**

- Good analytical and troubleshooting skills with a demonstrated proficiency at technical problem solving/root cause analysis in order to identify issues
- Hands-on experience testing QA deliverables, reporting bugs and understanding the business process physically and systematically
- Able to lead complex discussions with developers and support teams, building consensus and creation action plans
- Must have user level experience with Oracle EBS, Supply Chain Module
- Proficient in MS Office, including Visio and Project
- Ability to see issues through to resolution

**Contact:**

Interested candidates should send resumes to [hrolivebranch@millstonemedical.com](mailto:hrolivebranch@millstonemedical.com)

**For Additional Information:**

Millstone Medical Outsourcing offers a competitive salary, health, dental and vision benefits, 401(k) with company match and a warm, friendly working environment. To learn more about Millstone Medical Outsourcing's opportunities, visit us online at [www.millstonemedical.com](http://www.millstonemedical.com).