

Position Description

Energy Market Analyst - Support



BUSINESS UNIT	Support
REGION	Asia Pacific,Pune, India
REPORTS TO	Senior Director
DIRECT REPORTS	N/A

About Energy Exemplar

Energy Exemplar is the global market leader in the technology of optimization-based energy market simulation. Our software suite, headlined by PLEXOS and Aurora, is used across every region of the world for a wide range of applications, from short-term analysis to long-term planning studies.

Driven by the frenetic pace of advancements in computing technology and mathematical algorithms, our people continually think of novel approaches and more realistic simulations that enhance decision making, create market opportunities that benefit us all and enable utilities and regulatory authorities to become smarter, more energy efficient and profitable.

Energy Exemplar continues to 'push the envelope', being first-to-market with the latest advances in mathematical programming and energy market simulation theory, as it strives to offer the most comprehensive simulation software to its customer base. Development continues to be headquartered in Adelaide, South Australia, led by Glenn Drayton and backed by a team with expertise in software development, operations research, economics, mathematics, statistics, and electrical engineering.

Our Core Values

CUSTOMER SUCCESS

- Solve the problems that matter
- Deliver solutions that drive outcomes
- Customers' success drives our business success.

ONE GLOBAL TEAM

- A place where everyone can do their best work
- Passionate about making a positive impact
- Collaborate, communicate and act as one team

INTEGRITY & OWNERSHIP

- Take ownership and be accountable for outcomes
- Value spirited debate then align behind decisions
- Operate at the highest standards

INNOVATION EXCELLENCE

- Frontrunners – relentlessly pursuing innovation and excellence
- Foster idea generation at all levels
- Create the future by pushing the boundaries of today

About the Role

Energy Exemplar is the leader in energy market/system simulation software, with its two platforms: PLEXOS and AURORA. These software platforms have a significant presence in global markets. We are seeking a confident, self-motivated and professional person for the role of Energy Market Analyst in our Support Division. The company has consistently grown its global client base and the successful candidate will have many opportunities to interface with a diverse mix of clients with the goal of enhancing their software user experience.

Responsibilities:

- Learn our software to an advanced level
- Provide technical support to customers and track support cases from start to finish
- Work with clients to resolve issues related to our SaaS/Cloud offerings and our Desktop version
- Collaborate with Cloud Developers and Engine/GUI Developers to ensure issues are resolved and development requests are properly documented
- Provide onsite and web-based trainings to existing and potential clients
- Maintain and update training materials
- Compose articles and produce videos to educate clients and to market our software.
- Construct tools and examples that clients can utilize to more effectively utilize our software
- Assist in maintaining software user documentation and help platforms
- Maintain a high level of power market knowledge, news, trends and developments
- Communicate market trends and customer requirements with the development team as needed
- Assist Account Management with Retention calls and visits with clients
- Assist in preparation and presentations for energy related tradeshow and conferences
- Travel to client sites as required

Qualifications, Skills & Experiences

- Bachelor's degree: Electrical Engineering, Another Engineering Degree, Statistics, Computer Science, Information Systems, Economics, Applied Math, Physics, or related field
- Strong analytical and problem-solving skills with the ability to research and learn new techniques
- Ability to articulate the business problem to be analyzed, quickly identify the critical elements of the problem, achieve a high-quality answer in a timely fashion, and synthesize answers to resonate with decision makers
- Excellent communication skills, including strong verbal, presentation, and technical writing abilities
- Team player, with the ability to be a self-starter and work independently as needed

Education:

- Demonstrated working knowledge of power plant operations, electricity and gas markets
- Knowledge of fundamental energy market analysis, capacity markets, environmental markets, demand side management/energy efficiency, electric utility resource planning approaches
- Demonstrated working knowledge of SaaS products and experience troubleshooting issues with Cloud offerings
- Demonstrated capability of effectively communicating complex ideas and analysis verbally, in document format (Word), and in presentation format (Power Point).

- Experience with computer and database management languages such as VBA, Python and SQL
- Working knowledge of the Microsoft Office suite (Excel, PowerPoint, Word, etc.)
- Experience with power market production cost and expansion planning models
- Degree or certificate specializing in Power Markets

Key Stakeholder Relationships

This role works collaboratively with all Energy Exemplar staff, particularly:

- Indian Development Centre colleagues
- Senior IDC Management
- Chief Product Officer
- Global Product Delivery Team
- Global Product Development Team
- Global Support Team