

Position Description

Cloud Solution Analyst



BUSINESS UNIT	Sales / Solution Engineering
REGION	North America
REPORTS TO	Director, Cloud Solutions, North America
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 Cloud, 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

As a member of the North America Solution Engineering team, the Cloud Solution Analyst will be responsible for engaging directly with both potential and existing clients to increase sales and ensure existing clients are well serviced. The analyst will also assist Senior members of the team in managing implementation projects and building datasets.

The Cloud Solution Analyst will work closely with the Director of Cloud Solutions and the Sales team to achieve common goals. Success will be measured based upon the successful completion of implementation projects and meeting technical requirements when performing sales. This role works in close collaboration with a team

of technical subject matter experts and software developers. The position is supported by strong training, coaching and mentoring and provides opportunity for professional growth and career advancement.

Successful candidates will be high energy, intelligent, outgoing, professional, driven and able to multi-task in a dynamic and often changing environment. Required will be humility, honesty, integrity, ability to work independently, and significant industry based technical knowledge.

Key Accountabilities and Duties

TECHNICAL SALES	<ul style="list-style-type: none"> Educate prospective customers on Energy Exemplar's PLEXOS Cloud Solution ecosystem Implement new customers in the PLEXOS Cloud multi-tenant production environment Respond to InfoSec and InfoTech questions about the security, integrability, and structure of Energy Exemplar's PLEXOS Cloud solution ecosystem. Commercially apply knowledge of PLEXOS Cloud for new client demonstrations. Identify the needs for PLEXOS Cloud within clients' organisations and promote the uses of PLEXOS Cloud. Travel as required to to support company goals. Prepare proof of concepts documents and responses to RFPs. Technically assist potential clients during software evaluations and adoptions.
TECHNICAL SUPPORT	<ul style="list-style-type: none"> Provide training to existing and prospective customers using PLEXOS Cloud (advanced and customised). Research and assist in formulating white papers, webinars and demonstrations to market PLEXOS AND AURORA.
IMPLEMENTATION SUPPORT	<ul style="list-style-type: none"> Assist Project Managers in technical projects, including PLEXOS Cloud on-boarding, API utilization for automation Engage with clients to improve their modelling capabilities. Troubleshoot possible dataset issues and liaise with development team.
LEARNING AND DEVELOPMENT	<ul style="list-style-type: none"> Learn PLEXOS Cloud software to an Advanced level. Maintain a high level of energy / power market knowledge, news, trends and industry developments.

Required Knowledge, Skills and Experience

KNOWLEDGE AND SKILLS	
Foundational knowledge of cloud software architecture, deployment, security, and consuming REST APIs via scripting for "headless" cloud interactions	Essential
Foundational knowledge of power generation, transmission and utilities industry desired	Desirable
Strong interpersonal presence and skills - demonstrated ability to build rapport	Essential
Proficient with corporate productivity and web presentation tools	Essential
Excellent verbal and written communications skills	Essential
Strong listening and presentation skills	Essential
Ability to multi-task, prioritize, and manage time effectively	Essential
Experience working with Salesforce.com or similar CRM	Desirable
Self-driven, results-orientated with a positive outlook and a focus on quality	Essential
Sense of urgency for goal achievement	Essential
Strong desire for personal and career advancement	Essential
EDUCATION AND EXPERIENCE	

KNOWLEDGE AND SKILLS	
Bachelor's degree in Computer Science, Data Science, Information Systems or similar degree – ideally with some background in Power Systems/Electrical Engineering.	Essential
2 to 4 years of experience in implementing Cloud solutions for highly technical customers.	Essential
Knowledge of PLEXOS OR AURORA or other mathematically based optimisation tools	Desirable
Energy technology industry experience	Desirable

Above all, to be successful in this role the successful candidate will have:

An undeniable passion for customer service – Must be committed to providing exceptional customer service and enhancing the overall experience of our customers in every interaction.

Outstanding attention to detail – Must have excellent attention to detail when analysing data and preparing / issuing reports for customers.

An analytical mind – Must have the ability to effectively analyse data and identify patterns / trends across situations that are not obviously related, and to identify key or underlying issues in complex situations.

A strategic mind – Must have the ability to think strategically, conceptually, imaginatively, systematically and opportunistically.

Initiative – Must be proactive and have the ability to initiate actions based on own interpretation or understanding of varying situations.

Patience - Governments and energy organizations can move very slow, very fast and everything in between. You will have to accommodate varying levels of commitment and timing and not push a situation that requires patience.

Emotional Intelligence - You need to feel the customers situation, problems, sense of urgency, energy.

Resilience and Tenacity – Successful candidates will be willing to work under pressure in a dynamic environment.

Curiosity - We are looking for someone who is a lifelong learner. We want someone who is naturally curious and passionate about learning.

Excellent Communication - Spoken and written communications skills are tremendously important in this role. You will need to be an excellent communicator to be successful in this role.

Flexibility - Comfort with change and working in a sometimes uncertain environment will be key.

Key Stakeholder Relationships

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

- You will collaborate with the Sales team to present and demonstrate Energy Exemplar's products to key individuals from companies including but not limited to senior managers and executives.
- You will interact directly with potential clients and collaborate to build concept models, provide training and advise on modelling techniques.
- You will work closely with the product development teams to resolve technical issues and generate product development stories as a result of client cases. You will also provide assistance in QA testing new product releases.
- You will interact directly with the existing client base, providing answer to technical support questions relating to the product properties, settings and features. You will provide troubleshooting and general modelling

advance and guidance to clients and ensure licenses are activated and re-activated in a timely and correct manner.

- You will assist Account Management with retention calls and visits with clients.