

Position Description

Energy Market Analyst (Support)



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| BUSINESS UNIT | Global Customer Support |
| REGION | North America |
| LOCATION | Salt Lake City, UT or Roseville, CA |
| REPORTS TO | Director, North America Customer Support |
| 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

The Energy Market Analyst (Support) works as part of the Global Customer Support team and is primarily responsible for delivering an outstanding customer experience and product support for existing and new clients where required to ensure the product is being used effectively and to promote customer retention.

Key Accountabilities and Duties

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| <p>Technical Support</p> | <ul style="list-style-type: none"> • Provide answers to technical support questions relating to the successful use of our software products in a timely, accurate and comprehensive manner. • Take ownership and track support cases from start to finish. • Provide troubleshooting and general modelling advice and guidance to clients. • Work with clients to resolve issues related to our SaaS/Cloud offerings and Desktop version • Work with Account Management to successfully onboard new clients that utilize our SaaS/Cloud or Desktop offerings • Frequently interact with Product Management and Development teams to resolve technical issues as well as to convey product development needs of clients. Assist in QA testing new product releases. • Assist Account Management where required to make proactive calls and on-site visits to learn more deeply about customer organisational goals, progress with our tools, and how we can help them be more successful. |
| | <ul style="list-style-type: none"> • |
| <p>Customer Training and Knowledge Base</p> | <ul style="list-style-type: none"> • Provide onsite or online trainings to clients on a diverse set of topics related to our products • Collaborate with our Learning Team to maintain and update our online learning platform • Assist in maintaining software user documentation and help platforms • Compose articles and produce videos to educate clients and to market our products • Construct tools and examples that clients can utilize to more effectively utilize our products |
| <p>Learning and Development</p> | <ul style="list-style-type: none"> • Learn PLEXOS and AURORA software to an Advanced level • Learn C#, VBA, Python or other scripting that interacts with the product and how to troubleshoot products • Maintain a high level of power market knowledge, news, trends and developments |

Required Knowledge, Skills and Experience

| KNOWLEDGE AND SKILLS | |
|--|----------|
| Strong analytical and problem solving skills with the ability to research and learn new techniques | E |
| Ability to articulate the business problem to be analysed, 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. | E |
| Professional approach, ability to work under pressure, organisational and time management skills, excellent attention to detail. | E |
| Excellent communication and customer service skills, including active listening skills – the ability and care to investigate issues more deeply to ensure we understand the context of the problem as well as the problem itself. In addition, strong verbal, presentation and technical writing capabilities are also expected. | E |
| Team player with the ability to be a self-starter and work independently as needed. | E |
| Prior programming / database management experience (VBA, Python, SQL) and / or understanding of Mixed Integer Programming. | |
| Demonstrated working knowledge of SaaS simulation products. | |
| The ability to troubleshoot high priority cloud connectivity and service issues. | E |
| Demonstrated working knowledge of power plant operations, electricity and/or gas system infrastructure and markets | E |
| Knowledge of fundamental energy market analysis, environmental markets, demand side management/energy efficiency, electric utility resource planning approaches | D |
| Advanced working knowledge of Microsoft Office products. | E |
| EDUCATION AND EXPERIENCE | |
| A tertiary degree in Applied Mathematics, Engineering, Economics, Computer Science, Operations Research or similar degree. Ideally the candidate should have specialisation in Power Systems. | E |
| 1-3 years' experience working with SaaS simulation products and Cloud based environments. | E |
| 1-3 years' experience in the Energy industry with a strong understanding of energy economics and market fundamentals and/or technical operation of generators and operation of power transmission system. | D |
| Exposure to energy markets, water utilities and the gas market | D |