



Job Code: 2023/020

Role: Click Technical SME

Job Location: Bangalore

About Enzen (www.enzen.com)

Enzen Global is an innovative & knowledge-based Consulting, Engineering and Operations organization exclusively working on Energy and Utility (Gas, Power, and Water) sectors. We provide outcome-based turnkey solutions, blending industry best practices and leading-edge ideas with a continuous focus on meeting our customers' expectations.

We work with clients across the value chain to deliver sustainable and lasting improvements to their efficiency and performance. As part of our solution suite, we provide strategy, consulting, digital, technology, management, and operations services. In addition, we develop the commercially successful use of renewable resources to deliver a transformative advantage for our customers.

Enzen focuses on delivering outcomes and has a wide range of advisory and engineering services for the power, water, gas and renewable energy sectors, supported by our specialized Business Units and unique Centers of Excellence. These cover Business Operations, Business Transformation, Enterprise Solutions and Energy & Water Network Operations, and help deliver high-quality, effective, need-specific solutions. Our project work includes but is not limited to smart utility networks, technology optimization, capital efficiency, asset management and mergers & acquisitions.

Founded in 2006, the business has grown and developed across the globe, with a presence in the UK, India, USA, Spain, Australia, Turkey and Kazakhstan.

Responsibilities and Duties:

The successful candidate shall provide the following services for the L2 support

- Troubleshooting production issues for the Salesforce Click Application
- Fault identification, diagnosis and troubleshooting
- Review and tracking of fault status through job logs (currently in the Service Now Tool); and regular status updates of related incident tickets with relevant information relating to the progress of the ticket resolution
- Proactive and automated monitoring activities that include continuous health checks of the applications & application logs, and key interfaces.
- Preventative actions driven through monitoring and analytic reviews of the Applications and interfaces and any perceived problem areas;
- Proactive actions driven through infrastructure analytics to continuously manage capacity, right-sizing and auto-scaling, twice yearly for critical applications & infrastructure and annually for non-critical applications and infrastructure.
- Correction of any failed Critical interfaces;
- The implementation and testing of data fixes approved by the customer and in conformance with the agreed data fix process



- Major data fixes that will have to be impact assessed and scheduled into the test environments, including downstream systems;
- Management of IT requests and system administration for the Applications such as password resets and user set-up. Unless otherwise directed by SGN, fault diagnosis and troubleshooting of reported production issues will take precedence
- Incident resolution, which includes:
- Diagnosis of reported incidents to establish the problem definition and fault source identification so that corrective action can be initiated, or a plan of action agreed.
 - Identification so that corrective action can be initiated, or a plan of action agreed.
- Incident resolution may comprise the provision of:
 - A code fix;
 - Service or server restart
 - User guidance;
 - An agreed workaround;
 - Updated information for incorporation within service desk scripts, FAQs, etc.;
 - Regular update of the incident ticket in accordance with the agreed Service Levels; and/or
 - SQL Scripts for data correction.
- Communicate with release managers on the incident fixes & changes etc
- Raise ticket with Salesforce & co-ordinate with Salesforce SME's on level-3 related issues
- Support the Go-Live activities to deploy the software successfully.
- Attend the CAB meetings to discuss the release with the team and find roadblocks, if any.
- *Utility knowledge:* Knowledge of the utilities market
- Basic knowledge of Software as a Service (SaaS) applications
- Basic knowledge of AWS services

Qualification and experience:

- B. Tech / Any equivalent in Computer Science or an equivalent degree
- Minimum 8-10 years of experience

To apply, please submit your resume and a cover letter detailing your relevant experience and qualifications to **talent.egsindia@enzen.com**