Job Code: 2023/024

Role: Service Suite

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 specialised Business Units and unique Centres 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 optimisation, 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.

Job Description:

As a Service Suite Manager at Enzen, you will be responsible for overseeing and managing the various service offerings provided to clients, ensuring their seamless delivery and customer satisfaction. You will play a pivotal role in maintaining high-quality services, building client relationships, and driving operational excellence within the service suite.

Responsibilities and Duties:

Key Application Skills

- Unix and Shell Scripts
- VB and VBA Scripting
- Oracle PL/SQL
- Should be technically sound, knowledge on the XML and handling flat files.
- Knowledge on the Database Concepts specially Oracle PL SQL

- Knowledge of the Unix OS
- Knowledge of the Unix/Shell Scripts
- Able to upgrade the Vendor Supported applications following the Release Notes provided by Vendor
- Liaise and coordinate with the Vendor during the Upgrade
- Perform quality assurance on deliverables and work products
- Knowledge in supporting the 3rd Party applications supported by Vendor Ex.: ABB/Hitachi Service Suite (Version 9.8) applications.
- Knowledge on Integration with the 3rd Party applications.
- Strong analytical and problem solving skills suitable for design, development deployment
- This role requires strong problem-solving and analytical skills as well as creativity and adaptability.
- The ability to communicate effectively and work in a team environment is critical as this role involves working with business executives, technical teams, end-users and third-party vendors to successfully deploy enterprise applications.
- Applications Support - fixing Incidents (application defects), delivering Service Request, Problem Tickets (Root cause analysis) & Change Delivery (Application Enhancement & Modifications).
- Works with team to define and document questions, liaise with business via email, IM or phone to get requirements and explain feasibility.
- Exposure to Oracle stored procedure.

Qualifications and Experience:

B. Tech / Any equivalent in Computer Science or an equivalent degree
 Minimum   5 years of experience

To apply for the position of Service Suite at Enzen please submit your resume to
talent.egsindia@enzen.com