



Title: Remote Operations Center Engineer
Accountable to: Senior Director, Technical Services
Location: Bangalore, India
Seniority: Senior

Introduction

Edify Engineering solution is a Bangalore based advanced engineering and consulting organization that specializes in Strategic consulting services, Turnkey solutions, Manufacturing and Supply chain management services with a team of 20+ members from various technical & non-technical disciplines. Backed by a combined experience of over 120+ years, we deliver unique & disruptive solutions catering to customer needs and are driven by enthusiasm and endurance to achieve this goal.

Our client, Energy Vault is the creator of renewable energy storage products that are transforming the world's approach to utility-scale energy storage for grid resiliency. Our client's comprehensive offerings include our proprietary gravity, battery, hybrid/green hydrogen energy storage solutions and our technology-agnostic software suite that orchestrates and integrates multiple energy asset types (storage & generation) while optimizing dispatch, costs, revenues, and overall asset performance.

About the role

Our client, Energy Vault's global project portfolio is expanding, and we are looking for a talented Operations Engineer to monitor and operate Energy Vault energy storage projects to maximize safety, reliability, and productivity. You will be interacting and working with a talented design, software, and operation teams in optimizing and deploying BESS projects and advanced software automation to the power grid. You will have the opportunity to work with emerging power generation technologies in real-world deployments.

What you will do

- Proactively monitor performance and operations for battery energy storage systems using proprietary software management systems.
- Answer calls from customers and create service tickets on their behalf.
- Troubleshoot and solve site issues remotely. Escalate complex issues to the appropriate internal resources.
- Review, administrate and resolve open service tickets as quickly as possible.
- Interface with account service managers and internal teams to investigate and resolve open service tickets.
- Assist site personnel to control and operate equipment during maintenance and service repair activities.
- Create periodic performance and operations reports for Energy Vault projects.
- Communicate and work with multiple teams while responding to customer escalation to ensure safe operations in a compliant environment.
- Understand and comply with applicable local regulatory requirements and procedures.

Qualification Requirements:

- A solid technical understanding of renewable electrical power generation equipment, protection hardware, software and control systems.
- BS in Electrical/Power Engineering, or equivalent.
- SCADA and power system controls knowledge.
- Knowledge and experience in Microsoft products.
- Experience with remote monitoring and control software systems.
- Experience with automation and scripting in Python is preferred.
- Excellent oral and written English language communication skills.
- Capable of working independently in a fast-paced environment.
- Experience performing multiple tasks simultaneously.
- Must be able to work long hours, on weekends, and holidays as needed.
- Required to pass a background check.