



Account Management Consultant Role

Account Management

Each User of Symology software/services is assigned a specific Account Manager. The role of that Account Manager is to establish and develop a relationship with the Customer organisation with the dual objectives of ensuring Symology provides the best possible level of service and identifying areas where mutual benefit can be gained by the Customer extending the use of Symology products and services.

Pre-sales Activities

Assisting with sales proposals, tender responses, demonstration of our software to prospective customers and discussions with them concerning the ways in which the packages can be used to meet their requirements.

Attendance at conferences and exhibitions.

Presentations at seminars and User Group meetings.

Product Implementation/Consultancy

The implementation of complete software packages on customers' premises, together with post-sales consultancy, providing advice and guidance on the packages and other related matters, and functional support to customers in their use of the systems, to resolve problems and ensure that they achieve maximum benefits from the potential of the packages.

Due to the complexity and continual evolution of our software, it is not feasible for anybody to be "expert" in all product areas. Therefore, each Consultant is allocated specific product areas in which to specialise. It is expected that all Consultants should have knowledge in all areas of our application software, to the extent that they are capable of providing customers with an overview of our products, and advice on the relevance of the products for meeting their requirements. As far as technical areas are concerned, all installations will be carried out by the nominated specialists. All other Consultants need to understand the functions of all components of both Symology and third-party software, be aware of the limitations of each architecture, and be able to advise customers on the appropriate solution for any particular platform/environment.

Training

The provision of training in areas of specialisation on an ad-hoc basis at customers' premises, and internally to colleagues.

The preparation of training course material and running of training courses/workshops.

Quality Assurance

Assisting with the testing of software versions produced by Development, prior to release to customers.

Customer Support

In addition to support provided during implementations, assistance may be required from time to time in relation to calls received by the Help-desk.

Documentation Production

Assisting with the production of help system, training and product information documentation.

General Requirements

The successful candidate will have the ability to contribute within a number of the above activity areas, together with the enthusiasm and commitment to extend their skills base throughout the team functions. A capability to work both individually and as part of a team is required. First class communication skills, written and oral, are essential. Above all, care and attention to detail and an aspiration for perfection are required.

Previous software applications experience of large-scale commercial systems is essential, whilst Local Government, Civil Engineering or construction experience would be advantageous.