

Technical Implementation Consultant

The Company

Symology is a well-established computer software company, specialising in the development and supply of asset management systems to local government and utility services sectors. The Company has an unrivalled reputation for delivery of quality products and services, and a 25 year history of ethical business practices and consistent profitability. The Company is continuing to expand and the current potential for growth is higher than ever before.

The Position

The steady growth of the company coupled with the increasing demands of the business has led us to redefine our Technical Team structure. As a result of this reorganisation we now have a requirement for an experienced Technical Implementation Consultant to work within the Technical Consultancy Team. The role is potentially very broad but is likely to involve elements of the following.

- Installation, implementation and configuration of our product range both on a Customer Site and within our Managed Services Solutions.
- Deal directly with detailed technical questions from the Customer and also to provide second line Technical Support to the Customer Support Team.
- Bespoke Solutions Design and Project Managements activities.
- Providing Technical advice and guidance to Customers related to their environments and methods for establishing the optimum operational effectiveness of our product range.
- Assist in the configuration, administration and support of both internal and customer related services.
- Training of internal staff in new technologies and features.
- Involvement with Client Integration Projects.
- Assistance with sales proposals, tender responses and the demonstration of our software to prospective customers.
- Attend and contribute at seminars and User Group meetings.
- The preparation of documentation relating to the definition of standards for the above activities. Assisting with the production of help system, training and product information documentation.

Inevitably with this type of role, an element of working out of normal hours will be necessary to maintain the service levels to internal and external users.

The Requirement

The role is crucial to the Company's operations. It requires a total commitment to looking after the interests of the Company, and its reputation in continuing to provide a first-class service. Excellent communication and project management skills are necessary for dealing with customers and internal managers, in order to ensure the best possible service levels are maintained, and all activities are co-ordinated effectively. The highest level of care and attention to detail is necessary.

The Opportunity

The role offers an interesting and highly varied work profile in an area where the direct results of endeavour are highly visible, and is an exciting opportunity for someone who is not afraid to take on responsibility. The Company offers very good working conditions and competitive salary, plus benefits including an excellent pension scheme and share-based Enterprise Management Incentive scheme.

The role is applicable only for a person who is looking for a long-term career development opportunity. The company ethic is to develop the capability and potential of its employees. As we always look to promote from within, there will be opportunities to assume additional roles and responsibilities to develop the role into a significant position with the company structure.