



## **Street Works Product Consultant**

### **The Company**

Symology is a well-established computer software company, specialising in the development and supply of Street Works and Highways 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 history of over thirty-five years of ethical business practices and consistent profitability.

In 2014 the company became an employee-owned company. The controlling majority shareholder of Symology is a trust in which all employees have an equal share. This means that every employee of the company becomes a co-owner of the company with certain ownership benefits and responsibilities.

### **The Position**

Symology are looking to add an experienced Street Works Consultant to our growing team. As a Product Consultant reporting to the Service Delivery Manager, you will assist new and existing customers in England, Scotland, Wales and Northern Ireland to use their Symology software in the most efficient and productive way.

For English customers, this will involve helping them meet the challenges arising from the introduction of Street Manager.

You will provide high quality consultancy, advice and guidance to our customers on their use of the software. This will include;

- Use of office-based systems and mobile software
- Street Works Business Process analysis and requirement gathering
- Functional Consultancy on system configuration and best practice guidance
- Performance analysis, data analysis and reporting
- Excellent Training
- High quality documentation
- Quality Assurance testing of new releases of our products

As a Street Works Consultant, you will be a subject matter expert for Street Works and will develop and maintain a detailed knowledge of Symology software and the requirements of the industry at large. You are expected to have a very good understanding of both EToN and Street Manager, keeping abreast of the latest initiatives, standards and codes of practice across all four nations of the UK. You will advise the company of future changes that may impact on the software or services we provide.

Although not a sales role, you will assist with sales activity;

- providing presentations and demonstrations of our products and services to existing customers and prospects
- Attendance at Street Works conferences and exhibitions
- Presentations at seminars, such as Symology's Conference
- Preparing materials for use by Account Management Consultants and the Sales Team

The position is based at either of our Sheffield or Warrington offices, with regular need for travel.

## **Requirements**

### **Essential**

- An intimate working knowledge of NRSWA and all associated Codes of Practice
- An understanding of the technical requirements of EToN and Street Manager
- Commitment to learning the Symology Street Works product in detail
- Care and attention to detail in what can be a highly complex business area
- Experience gathering business requirements, preparing and carrying out business process analysis and delivering best practice guidance
- Excellent communication/presentation skills – both written and oral
- Proven ability to deal with stakeholders at all levels – both internally and externally
- Ability to work on own initiative and as part of a team
- A clean driving licence
- Must live within 40 miles of either the Sheffield or Warrington office.

### **Beneficial**

- Previous experience of facilitating customer focussed workshops
- Previous experience supporting the development of business cases and feasibility studies
- Knowledge of Symology's Street Works software would be an advantage, but full training will be provided