Professional Services Consultant – Asset Management

The Role

Symology is looking to add a highly skilled Asset Management Consultant to the growing Professional Services team.

With experience in the Highways Asset Management Industry, you will be the subject matter expert and will develop and maintain a detailed knowledge of Symology software and the requirements of the industry at large. You will be expected to keep 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.

As a Professional Services Consultant you will be responsible for working closely with our customers to understand their business requirements and translating these into our products and services, ensuring the successful implementation and optimisation of our software solutions.

Close contact with the sales team including communications for tendering and supporting potential demonstration processes may be required.

The position is hybrid, working a minimum of one day based in the office and four days working from home per week (after induction). There may be occasional travel with nights away from home.

This role is one of a team reporting to the Professional Services Manager. This team has the potential for growth, in line with increasing demands from customers for high quality professional services and this growth can provide further opportunities for the successful candidate.

Key Responsibilities

Customer Engagement: Collaborate with customer to understand their business processes, needs and overall objectives.

Requirements Analysis: Gather and document functional requirements, translating them into detailed functional specifications. Ability to map customer processes and identify opportunities for improvement via our software.

Implementation: Lead or assist in the implementation of our software solutions, ensuring smooth deployment, configuration, and integration with existing systems.

Training and Support: Create E-learning material and provide training to end-users to ensure the effective use of our software. Provide escalation support as a subject matter expert for both internal and external customers.

Solution Design: Work with technical and product teams to design and configure software solutions that meet customer requirements and enhance both the software and customer business operations.

Testing and Quality Assurance: Execute testing to ensure that the software meets functional specifications and quality standards.

Continuous Improvement: Identify opportunities for process improvement and optimisation in customer solutions, recommending enhancements and upgrades if necessary.

Key Skills

Industry Knowledge: Knowledge in Highways Asset Management is advantageous.

Problem-Solving: Inquisitive with strong analytical and problem-solving skills.

Communication Skills: Excellent verbal and written communication skills.

Attention to Detail: Ability to spot inconsistencies or discrepancies in data, documents or processes.

Technical Skills: A good understanding of software, data, integration and development.

Customer Focus: Prioritise customer needs to exceed their expectations.

Collaboration and Teamwork: Able to work closely with other teams in high pace projects.

The Company

Symology is a well-established computer software and services 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 approaching forty 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 future offers very exciting opportunities, with an ever-changing national environment creating new demands for the software and services. The Company is currently launching a brand-new web-based product that has been developed over recent years and will provide unrivalled facilities in the marketplace.

Our Software

Symology provide a single-source software product, delivered as a cloud service, with sophisticated customisation facilities. Our software is very wide in scope, covering areas related to highway assets such as works management, work planning and co-ordination, quality and safety inspections, customer service management, routine maintenance, contract and contractor management, financial control, surveys and capital projects, life-cycle projections, etc. with associated GIS functionality for all areas, and including mobile apps, interfaces, dashboards and extensive report options.