



## Professional Services Consultant – Integration and Reporting Role

### The Role

Symology is looking to add a highly skilled Consultant specialising in reporting and system integration to the growing professional services team. In this role, you will be responsible for designing, developing, and implementing reporting solutions and integrating various systems into our core products to streamline operations for our customer base. You will work closely with subject matter experts and various other departments to gather requirements, conduct analysis, and provide solution to support decision-making.

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

**Reporting Solutions:** Design, develop, and implement reporting solutions to meet our customer requirements. Experience in data warehousing and third-party products such as Power BI, Qlik etc.

**System Integration:** Lead the integration of our products with various customer business systems, ensuring seamless data flow and compatibility across platforms.

**Implementation:** Work closely with customer to ensure a smooth transition and successful adoption of our software and reporting options.

**Technical Support:** Provide expert-level support and troubleshooting for reporting and integration solutions, addressing issues promptly and efficiently.

**Collaboration:** Work closely with cross-functional teams and expertise, including IT, business analysts/consultants, and external vendors, to deliver integrated solutions that align with business goals.

**Documentation:** Create and maintain detailed documentation of integration processes, reporting solutions, and system architectures. As well as contributing to technical and functional requirement specifications and solution design documents.

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

## Key Skills

**System Integration:** Familiarity with API integration tools and experience working with middleware platforms.

**Reporting tools:** Experience with Excel, SQL, Power BI, or other business intelligence tools.

**Understanding of Web Services and Protocols:** Ability to spot inconsistencies or discrepancies in data, documents or processes.

**Proficiency in Programming Languages:** A good understanding of software, data, integration and development.

**Knowledge of Security Best Practices:** Understanding of API security best practices, including encryption, secure data transmission, input validation, and protection against common threats.

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

**Communication Skills:** Excellent verbal and written communication skills.

**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.