Junior Professional Services Consultant

The Role

Symology is looking to add a Junior Services Consultant to the experienced Professional Services team.

As a Junior Consultant you will support the analysis, documentation, and implementation of business processes and the rollout out of our software solution across the customer base.

This role is ideal for someone early in their career who is eager to learn and grow within a fast-paced environment. The successful candidate will work closely with customers and senior consultants to understand business needs, assist in the configuration of software, and ensure a smooth implementation process and provide functional services. This entry-level position is ideal for someone eager to learn and grow in the field of software implementation and consultative services.

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 and position have 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: Assist in gathering client requirements by participating in meetings, workshops, and discussions. Develop an in depth understanding of the customer processes to ensure they get the most out of our products.

Software Configuration & Integration: Learn and improve tools to help configure our solutions, documenting specifications to support customer requirements.

Implementation Support: Assist in the implementation process by following established methodologies and best practices. Work alongside technical consultants and our internal project team.

Training and Support: Help create E-learning material, manuals and other documentation to support the understanding of our software. Provide training to end-users.

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

Continuous Improvement: Seek mentorship and guidance from senior consultants to enhance your skills and knowledge.

Key Skills

Analytical Skills: Inquisitive with analytical and problem-solving skills and demonstrating a good attention to detail.

Technical Skills: An understanding of software development, proficient in MS Office and basic SQL skills are an advantage.

Communication Skills: Good verbal and written communication skills with strong interpersonal skills.

Customer Focus: A proactive approach to understanding and addressing customer needs.

Organisational Skills: Ability to multitask with good time management skills.

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.