



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.

The position is hybrid, working a minimum of one day based in the office and 4 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

Asset Management Expertise

- Knowledge of the Highways Act, UK Road Liaison Group Codes of Good Practice for Highways, Street Lighting, Drainage and/or Structures.
- Understanding of how asset management principles are used to support a more efficient approach to maintaining highway infrastructure assets.
- Familiarity with commonly used Local Highway Authority Term Maintenance Contracts, including related Schedules of Rates and associated methods of measurement.
- Experience and knowledge of common cyclic inspection and cyclic maintenance activities such as Highway Safety Inspections, Gully Cleaning, Street Lighting Electrical Testing, GN22 Inspections, Bridges/Structures Inspections etc.
- Additional expertise in any of the following areas, would also be advantageous: Use of AI to drive real-world benefits, Mobile Working solutions, CRM systems, Scheme Prioritisation and modelling tools, Pavement Management Systems, Contractor Works Management systems, Public Rights of Way, Flood Risk and Grounds Maintenance.

Consultancy and Business Analysis

- Ability to analyse customer business processes and recommend improvements aligned to legislation and industry best practice.
- Skilled at gathering and documenting business requirements through workshops and stakeholder engagement.
- Experience translating operational requirements into system configurations and solution designs.

Software Knowledge

- Experience configuring, implementing, and supporting software implementation, ideally with experience of Symology products.
- Ability to advise customers on effective use of software solutions and integration to improve compliance, efficiency, and operational performance.
- Experience supporting system upgrades, migrations, testing, and deployment activities.

Personal Attributes

- Inquisitive with strong analytical and problem-solving skills.
- Excellent verbal and written communication skills.
- Proactive and customer-focused approach.
- Capable of managing multiple priorities, support escalation, and project activities while maintaining high standards.
- Commitment to continuous professional development and staying current with changes in industry standards and practices.

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.