



Professional Services Consultant – Reporting and Data Analyst

The Role

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

As a Professional Services Consultant you will be responsible for working closely with our customers and internal subject matter experts to understand business requirements and translating these into reporting solutions which form part of our products and services, ensuring the successful implementation and optimisation of our software.

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

Reporting and Data Solutions: Design, develop and implement reporting and data solutions to meet customer requirements. This includes report design, data modelling, SQL development, data extraction and transformation, and the creation of dashboards and business intelligence outputs using tools such as Power BI and Qlik.

Reporting Analysis: Gather and analyse business reporting requirements, translating user needs into effective reports, dashboards and data visualisations

Implementation: Support the delivery of customer-specific reporting requirements, including report development, dashboard creation and bespoke data analysis requests in line with customer delivery expectations.

Technical Support: Provide technical expertise and guidance to customers and internal teams on reporting architecture, data warehousing, and best practice use of our reporting platforms. Investigate and resolve data discrepancies by performing root cause analysis and working with functional and technical teams to implement corrective actions.

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. Act as a subject matter expert for reporting and data-related enquiries, providing guidance and support to customers, consultants and internal teams.

Documentation: Create and maintain detailed documentation of 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

Advanced SQL and Database Skills

Strong practical experience using Microsoft SQL Server to analyse, transform and present data. Able to design and optimise complex queries, views, stored procedures and functions to support reporting, integration and data migration requirements.

Experience of:

- Writing and troubleshooting complex SQL queries involving joins, aggregations, subqueries, common table expressions (CTEs) and window functions.
- Developing and maintaining stored procedures, views and other database programmability objects.
- Designing efficient data extraction, transformation and validation processes.
- Query performance analysis and optimisation.
- Working with relational database concepts, data models and database design principles.
- Handling large datasets and complex reporting requirements whilst maintaining performance

Reporting and Business Intelligence

Experience developing reporting and dashboard solutions using Excel, Power BI, Qlik or similar business intelligence platforms.

Ability to:

- Translate business requirements into effective reports, dashboards and data visualisations.
- Design and maintain reporting datasets and semantic models.
- Present complex information in a clear and meaningful way for business users.
- **Proficiency in Programming Languages:** A good understanding of software, data, integration and development.

Data Analysis and Data Quality

Strong analytical skills with the ability to interrogate data, identify inconsistencies and investigate root causes of data quality issues.

Personal Attributes

- Naturally curious with the ability to interrogate complex data, identify trends and investigate anomalies
- Meticulous approach to data validation, reporting accuracy, and quality assurance, ensuring confidence in all outputs and recommendations
- Proactive in identifying issues, determining root causes, and developing practical, effective solutions to data and reporting challenges
- Committed to understanding customer requirements and delivering reporting solutions that provide genuine business value
- Able to translate complex technical and analytical concepts into clear, concise information that can be understood by non-technical audiences.
- Capable of managing multiple priorities, reporting requests, and project activities while maintaining high standards
- Understands the importance of balancing customer needs, business priorities, and delivery commitments
- Excellent verbal and written communication 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.