



## Helpdesk Consultant Role

**Reporting to:** Helpdesk Manager

**Hours:** 37.5 hours per week

**Job Type:** Full-time, Permanent

**Work authorisation:** United Kingdom (Required)

**Work Location:** Hybrid remote in Falkirk, Scotland or Dunstable, England

### Role Specification

- Provision of a response service for customer queries related to Symology products and their operation.
- Responsibility for assessing customer problems and accurately prioritising any follow-up actions including, where appropriate, co-ordination with the functional / technical experts.
- With urgent queries it is expected that you take ownership of the situation, escalating where necessary, and keep the Customers, Account Management and Development Teams fully informed of progress.
- Advice and guidance to customers in relation to any technical difficulties which may be experienced in operation of the products, including recovery from operational failure situations.
- Answering specific queries regarding the functionality of the Symology products, and the way in which they may be used to fulfil customer objectives.
- Maintenance of customer license records.
- Provision of assistance with the Quality Assurance testing of software, before release to customers.
- Production of quality product-related material to assist customers in the effective operation of the system.
- To ensure that all contact with a customer is recorded in the corporate CRM.
- To learn and subsequently maintain the knowledge in the specialist functional areas to which you have been assigned.
- To liaise between the Customers and the development team in defining changes to the Symology product range.
- Where requested, to assist in the provision of our Managed Services solutions.
- To comply with all procedures and processes defined by the Helpdesk Management Team.
- On rare occasions to make yourself available for Out of Hours operational work.

## **The Candidate**

We are looking to recruit someone that can make a difference to the efficiency of our operation. We are looking for a person with strong all-round Support skills who is willing to join a progressive forward-thinking company.

We can offer a diverse and interesting role interacting with all departments within the company. The successful candidate will be in constant demand so must be able handle multiple work streams and communicate effectively with staff of all technical levels.

Ideally the candidate would have previous experience of working within a software environment within customer SLA's and an understanding of ISO 27001 / ITIL standards.

- Must have previous experience of working in an Application Support Team
- Must possess strong customer management skills
- Must understand the software delivery lifecycle and the dependencies
- Must Contribute to the team culture and attitude

## **Mission Statement**

To understand the Symology product range and then use this knowledge to provide a dependable and effective service to the entire customer base.

Over a period of time, to increase your personal contribution to the company and to develop your potential to its maximum.

## **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 employee owned. 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.

The Customer Services Team are now looking to recruit a multi skilled specialist to join the existing helpdesk team. In time, they will be expected to become an expert in various products and to use that expertise to assist with the development of the applications.