



Service Delivery Team Consultant

Reports To:	Service Delivery Manager
Job Type:	Full-time, Permanent
Work Authorisation:	United Kingdom (Required)
Hours:	37.5 hours per week Mon-Fri, plus 10 hours per month Out-of-Hours work.
On Call:	On Call supplement for Monitoring/Escalation Service (Approx 1 in 5 weekends)
Location:	Hybrid. (Office day Wednesday - Dunstable, England)

Role Purpose

The Service Delivery Consultant is responsible for delivering high-quality technical support, operational services and customer assistance for a web-based software platform.

The role ensures that customer environments are stable, secure and perform according to Service Level Agreements (SLAs), while providing expert technical guidance across incidents, service requests, releases and ongoing operational activity.

The role acts as a key link between Customers, Professional Services, Development and Infrastructure teams, supporting service continuity and customer satisfaction.

Key Responsibilities

Service Delivery

- Provide technical support for a web-based software solution, diagnosing and resolving application, configuration, data and integration issues.
- Investigate and resolve incidents in line with SLAs, ensuring accurate prioritisation and timely resolution.
- Support live production environments, including incident management, root cause analysis and service recovery.
- Ensure all customer interactions, incidents and actions are accurately recorded in the service management platform.

Platform Support

- Assist customers with configuration, environment setup and operational best practice for the hosted solution.
- Provide technical guidance on integration with third-party systems, data feeds and external services.

Operational Activities

- Carry out scheduled managed service tasks, including environment checks, deployments, updates and maintenance activities.
- Out-of-hours operational activities where required to maintain service availability and reliability.
- Assist with quality assurance and pre-release testing of software prior to production deployment.
- Support the definition and maintenance of technical standards, processes and operational documentation. Identify recurring issues and contribute to service improvements and automation opportunities.

Key Skills & Competencies

Required

- **Azure Administration.** Practical experience managing Azure environments, including core administrative tasks and platform services. MSP-level expertise isn't required, but practical experience and evidence of hands-on Azure admin skills are essential.
- **Bespoke Application Support Expertise.** Skilled in supporting complex, business-critical applications, including diagnosing functional issues, analysing logs, and resolving service-level problems beyond standard desktop support.
- **Enterprise Application Troubleshooting.** Evidence of working directly with server-side components, databases, integrations, and service dependencies, rather than end-user desktop environments.
- **Able to investigate issues across application layers** (infrastructure, services, APIs, data), ensuring stability and performance of bespoke enterprise systems.
- **Strong analytical and problem-solving ability** with attention to detail.
- **Excellent customer-facing communication skills**, able to explain technical issues clearly to non-technical users.

Desirable

- **GIS Platform Support (ESRI)** – Experience supporting GIS software, focusing on patching, maintenance, and troubleshooting service issues rather than development work.
- **Experience supporting enterprise applications** and working to defined SLAs. Comfortable operating within structured service environments, ensuring reliability, timely response, and adherence to agreed service levels.
- **Experience working within an agile product delivery environment.**

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 has recently launched a brand-new web-based product that has been developed over recent years and will provide unrivalled facilities in the marketplace.

The Company is now looking to recruit a multi skilled Service Delivery Team Consultant. We are looking for a person with strong all-round technical skills and experience, 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 experience levels.

The role will develop over time, with additional responsibilities added to meet the demands of the customer base.