



Customer Support Specialist (Application Support)

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, one day per week (Wednesday)

About the role

We are looking for a customer-focused support specialist to join our Customer Services team. This role would suit someone who enjoys helping customers, can manage support cases from start to finish, and has experience supporting software, SaaS, cloud-hosted, or specialist business applications.

You do not need to be a software engineer, but you should be confident asking the right questions, gathering relevant information, explaining issues clearly, and working with internal stakeholders when further investigation is needed.

Over time, you will build strong knowledge of Symology products and use that knowledge to support customers, colleagues, and product improvement.

What you will be doing

- Provide responsive, high-quality support to customers using Symology products.
- Take ownership of customer support cases from initial contact through to resolution, keeping customers updated throughout.
- Troubleshoot application issues by asking clear questions, gathering relevant details, such as screenshots, error messages, browser details, or logs, and identifying appropriate next steps.
- Record and manage customer interactions in Salesforce.
- Escalate issues internally where needed, working with Development and other teams to support investigation and resolution.
- Identify recurring issues, common themes, and opportunities to improve support processes and customer self-service.
- Contribute to product documentation, knowledge articles, testing activities, and internal support guidance.

What we are looking for

- Experience supporting software, SaaS, cloud-hosted, or specialist business applications in a customer-facing support environment.

- Experience in customer support, technical support, service desk, SaaS support, application support, or a similar role.
- Strong customer communication skills, with the ability to explain technical or product-related information clearly.
- Good practical troubleshooting skills, including the ability to ask clear questions, gather relevant details, and identify appropriate next steps.
- Experience using CRM, ticketing, or case management systems such as Salesforce, Zendesk, Freshdesk, ServiceNow, Jira, or similar.
- Awareness of support processes such as incident handling, escalation, and SLAs.
- Ability to manage a varied workload, prioritise effectively, and follow cases through to resolution.
- A positive, team-focused approach and willingness to learn product detail quickly.

Helpful but not essential

- Familiarity with troubleshooting login, access, or authentication-related issues, such as SSO, MFA, OAuth, or Active Directory-related problems.
- Awareness of ISO 27001, data protection, ITIL-based processes, or structured support environments.
- An understanding of how software issues, fixes, testing, and releases fit together.
- Experience using AI or automation tools to improve support processes or customer self-service.

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.