



Senior Application Consultant Role

Reporting to: Helpdesk Manager

Hours: 37.5 hours per week

Salary Range: £28,000 to £35,000 p.a. based on relevant experience and knowledge

Job Type: Full-time, Permanent

Work authorisation: United Kingdom (Required)

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

Role Specification

- Deliver a responsive, high-quality support service for customer queries relating to Symology products, providing technical guidance, troubleshooting support, and advice on effective product use.
- Take ownership of customer issues and high-priority incidents through to resolution, ensuring clear communication, appropriate escalation, and effective stakeholder management throughout.
- Identify recurring incidents and contribute to root cause analysis, corrective actions, and long-term service improvement.
- Use AI tools and automation to streamline support workflows, improve ticket throughput, and identify opportunities to expand customer self-service.
- Support quality assurance activities, including testing software changes and enhancements before release to customers.
- Contribute to and maintain clear product documentation, knowledge articles, operational procedures, and best practice guidance for both customers and internal teams.
- Ensure all customer interactions and service activity are accurately recorded in Salesforce
- Build and maintain specialist knowledge in assigned functional areas and act as a subject matter expert where required.
- Act as a liaison between customers and Development teams, helping to define product changes, clarify requirements, and support successful delivery.
- Ensure all activities are carried out in line with company security policies, data protection requirements, and ISO-aligned operational procedures.

Key Skills Required

- Ability to build trusted relationships with key customers and stakeholders.
- Experience managing escalations and business-critical customer incidents in a high-pressure environment.

- Strong communication skills, with the ability to present technical information clearly to both operational and executive stakeholders.
- Strong understanding of Incident, Problem, and Change Management.
- Ability to perform root cause analysis and identify recurring service trends.
- Experience working in SLA- and KPI-driven support environments.
- Ability to produce clear service reports and customer updates.
- Experience supporting SaaS or cloud-hosted applications.
- Ability to analyse service data and identify trends, risks, and improvement opportunities.
- Understanding of authentication technologies such as SSO, MFA, OAuth, and Active Directory.
- Familiarity with using CRM and ticketing platforms such as Jira, Zendesk, Salesforce, or ServiceNow.
- Understanding of release management and change control processes.

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

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.