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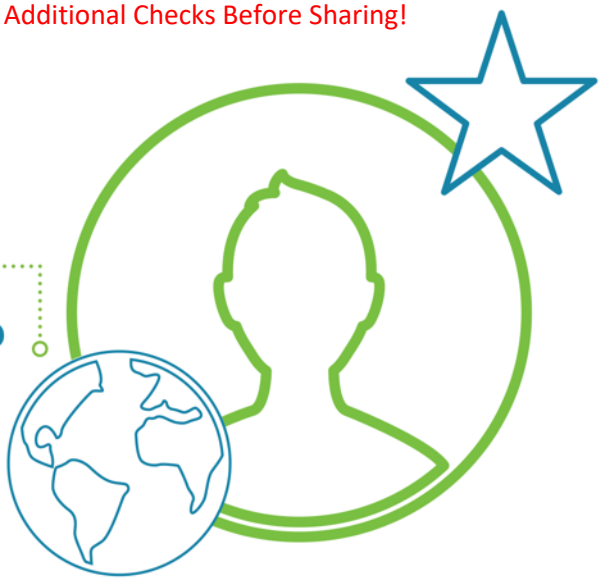
SYCOUS®

Interested in joining **Sycous?**



Junior Data Analyst			
Company	Sycous Limited	**Team**	Product & Data Support
Date Posted	25/06/2024	**Mentor**	Senior Technical Analyst
Start Date	ASAP	**Role Type**	Full Time / Permanent

Role Overview

We are looking for a proactive and inquisitive person to provide day-to-day configuration, deployment and maintenance of all data systems. This includes metering, AMR, PAYG and IoT systems for utilities and housing providers.

We wish to have a forward-thinking, sustainable and secure business which is flexible and adaptable to changing market requirements.

This role is based around creating a solution-first environment and compliance by design. It requires engagement across all business functions to ensure success alongside a willingness to get involved.

The role will be based out of the Sycous Leeds office with the occasional requirement to travel nationwide to attend and support at client meetings. This role also has the option to work occasionally from home when required.

For further information on Sycous and our product range of metering and data collection solutions, please visit sycous.com

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Key Responsibilities

- Set-up and configuration of data systems, including metering, AMR, PAYG and IoT
- (LoRaWAN/NB-IoT)
- Provide deployment monitoring and remote field support.
- Build an in-depth product knowledge, which is documented and maintained.
- Work closely with manufacturers to ensure best practise.
- Understand and support a range of software applications and IT.
- Undertake remote failure investigations and coordinate field engineer attendance, as necessary.
- Maintain product firmware and security monitoring tools.
- Take a proactive approach to identification and resolution of identified issuesthrough reporting and data analysis.
- Ensure compliance with all policies and procedures as directed.
- Creating and providing training for field teams and Clients, as necessary.

Competencies

- Analytical and practical approach to problem solving.
- Focus on best practice compliance.
- Excellent communicator with good influencing skills.
- Relationship builder.
- Team player.
- Organised approach to tasks.
- Reactive to business needs.
- Understanding of IT and networking systems.
- Excellent Excel skills.

Desirable

- Power BI and/or SQL knowledge and experience
- Metering systems experience
- IoT knowledge and experience
- Project management experience
- Product network support.
- Utility knowledge
- Service desk experience
- CSCS card

Future Progression

Future progression is available to further specialise within the team as the company grows and expands our offering.

Renumeration

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Band S2, Health Insurance, Pension Contribution and Health Cash Plan.

Location

Reporting office: Leeds, UK.

Based: Leeds, travel may be required for training or other support tasks on client sites, with potential overnight stays. Flexible working arrangements possible.

About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.

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