Technical Solutions Analyst

Company	Sycous Limited	Team	Product and Data Support
Date Posted	September 2025	Mentor	
Start Date	ASAP	Role Type	Full Time/Permanent

Role Overview

The purpose of this role is to provide expert technical assistance and support for our products and data flows, working closely with other teams across the business. You will ensure exceptional levels of customer satisfaction through effective understanding, empathy and providing an effective resolution.

This role requires a deep understanding of our product offerings, strong analytical skills, and the ability to communicate complex technical information clearly to both technical and non-technical clients and internal teams.

The successful candidate will collaborate with cross-functional teams to enhance product features and improve user experience, while also contributing to the development of support documentation and training materials.

Strong analytical skills, attention to detail, and a commitment to continuous improvement are essential for success in this position.

We are looking for someone with a passion for communicating with people and an ability to interact and communicate as appropriate with their audience, which will encompass colleagues, engineers, clients and third-party suppliers. An ability to provide information in a clear and positive manner is essential.

sycous.com   +44 (0) 113 3604 776   hr@sycous.com   New York House, 1 Harper Street, Leeds, LS2 7EA

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Key Responsibilities

- Work with our Support, Commercial, Technical and Projects teams to understand what networks and clients will be coming online and the status of their service requirements.
- Ensure the effective set-up and configuration of data systems.
- Obtain, interrogate, transform and identify potential data issues, working with internal teams and the Client to resolve
- Provide deployment monitoring and remote support by telephone, email and using other methods.
- Provide day-to-day support to our teams and clients, resolving all queries and support requests, keeping them updated with progress.
- Build an in-depth product knowledge, which is documented and maintained, including undergoing additional training.
- Work closely with manufacturers to ensure best practise is maintained across all teams interacting with our products and related services.
- Engage with manufacturers and other third parties to ensure you are providing the best solutions and coordinate escalated concerns.
- Understand and support a range of software applications and IT systems.
- Undertake remote failure investigations and coordinate attendance, as appropriate.
- Work closely with our Purchasing and Logistics team to ensure the right solutions are purchased and deployed.
- Maintain product firmware and security monitoring tools, highlighting and escalating any concerns.
- Take a proactive approach to identification and resolution of identified issues through reporting and data analysis.
- Ensure compliance with all policies and procedures, as directed.
- Deliver, support and provide training for other teams and clients, including in-person training.
- Identify potential additional opportunities, liaising with the Commercial team to maximise conversion.
- Ad-hoc attendance at meetings with our clients, suppliers and others, as appropriate.
- Undertake on-site surveys for data systems and in-depth product support or planning requirements.
- Produce ad-hoc and on-time scheduled reports on relevant activities and progress, including client reports.
- Liaise with the Development team where additional development is required, potentially generating added revenue.
- Be a product expert on what we do and how we do it, suggesting and making improvements.

You will also be expected to carry other tasks over time, as agreed with your mentor.

Competencies

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- Analytical and practical approach to problem solving.
- Focus on best practice compliance.
- Competent at engaging with clients, suppliers and other stakeholders to ensure effective communication written, verbal and in-person
- Relationship builder.
- Proactive both individually and as part of a team
- Organised approach to tasks.
- Reactive to business needs.
- Understanding of IT and networking systems.
- Excellent Excel skills.
- Driving license (or ability to obtain in timely manner)
- A willingness to get involved and be a catalyst for positive change
- Resolution focused
- Accuracy in communications and actions
- Advanced problem-solving abilities
- Self-planning and excellent time management
- Excellent attention to detail

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 as the company grows and/or within other teams. We will work with you to help you grow, without our Performance and Contribution meetings and processes, alongside both internal and external training.

Renumeration

Band: S2, Health Insurance, Pension Contribution, Health Cash Plan, Referral Program

Location

Reporting office: Leeds.
Based: Leeds. Limited travel will be required for training, or meeting with customers and site visits, although expected in limited circumstances, with potential overnight stays.

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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.

sycous.com

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hiuservice.co.uk