



Interested in
joining **Sycous**?



Technical Solutions Team Leader

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 support and day-to-day leadership to our Product and Data Support team, as well as technical assistance and support for our product and services, especially as we look to invest in new ideas and solutions.

This presents a unique opportunity to make a valued and significant contribution to the company and team, providing a real sense of progress, value, and achievement.

You will provide and ensure the team provide exceptional levels of customer satisfaction through effective understanding, empathy and providing an effective resolution, as well as working closely with other teams across the business.

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.

This role will be focused on enabling, understanding and delivering wider business objectives, working across business areas to ensure our products and data are managed effectively to deliver value to clients. You will take ownership of team leadership, product assessment and control, reporting, and document management.



Key Responsibilities

- Working to understand and communicate the teams goals and deadlines to all team members.
- Working closely with other teams and managers to understand potential service requirements and how this can be effectively delivered.
- Planning workloads, resources and delegating tasks, ensuring an allowance for escalations and unplanned requirements.
- Obtain, interrogate, transform and identify potential data issues, working with internal teams and the client to resolve, as well as managing any escalation alongside Account Managers.
- Undertaking regular audits and reviews to ensure the effective set-up and configuration of data systems, providing regular positive and constructive feedback to the team.
- Provide day-to-day support to our teams and clients, resolving all queries and support requests, keeping them updated with progress and ensuring the relevant Account Managers are informed.
- Undertaking regular monitoring of KPI's relating to the team, addressing concerns, or requesting additional support.
- Creating a productive work environment for the team, focused on quality, training and achievements.
- Ensuring product knowledge and training are kept up to date amongst the team, and ensuring training and onboarding programme is implemented for any new members of the team.
- Assessing team performance and contribution, providing feedback to the team, and reporting feedback and suggestions for improvements to the wider team.
- Performing technical customer service functions, including acting as a point of escalation.
- Work closely with suppliers and manufacturers to ensure best practise is understood and maintained across all teams interacting with our products and related services.
- Ensuring product documentation and technical processes are up to date, compliant with all requirements, and focused on quality customer outcomes.
- Maintain product firmware and security monitoring tools, highlighting and managing the escalation of any concerns.
- Proactively understand operational and client data flow, requirements ensuring, the suitability of solutions and products, as well as recommendations.
- Understand potential non-conformance and ensure escalation and resolution, as necessary.
- Support in data and H&S risk assessments, as necessary, including ensuring system actions are kept up to date.
- Work closely with our Purchasing and Logistics team to ensure the right solutions are purchased and deployed, including part codes.
- Undertake and manage on-site surveys for data systems and in-depth product support or planning requirements.
- Review survey reports undertaken by the Product and Data Support team for quality and accuracy.



- 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.
- Produce ad-hoc and on-time scheduled reports on relevant activities and progress, including team and 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, as well as encouraging the same across the team.

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

Competencies

- Highly numerate, with an analytical approach to problem solving.
- Advanced MS Excel skills and other IT understanding.
- Competent at positively engaging across teams, clients, suppliers and other stakeholders to ensure effective communication written, verbal and in-person.
- Ability to develop positive and engaging relationships with others.
- Inquisitive and logical approach to situations.
- Motivational approach to work, which you share amongst the team.
- Ability to communicate effectively with team and other stakeholders.
- Able to understand and articulate complex information, across the team, clients and others, including during training.
- Driving license.
- Team leadership to develop and support the team, including resource and task organisation.
- Commercial awareness and understanding.
- Focus on best practice compliance.
- Proactive both individually and as part of a team
- A willingness to get involved and be a catalyst for positive change.
- 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
- 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.

Remuneration

Band: S3, 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.

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.

