



Support Desk Officer

Idox Elections

Theale

About the role

As part of a team, the Support Desk Officer is responsible for the triage and management of customer software queries related to Idox democratic solutions and electoral systems. It is important to be a team player with a positive, “can-do” attitude, able to transfer knowledge between Idox and our customers and to be able to get to the root of technical issues quickly, consulting the appropriate experts, including colleagues in Business Development and Engineering.

We look for Support professionals with knowledge of, or affinity for, Elections software and best practice, combined with great communication skills and a strong foundation of IT competence.

Over time, a Support Desk Officer has the potential to expand their role, taking up extra responsibility and embedding themselves as a key member of the Elections team. As an important client-facing member of our team, we expect you to uphold a good impression of Idox Elections at all times so that our reputation within the market is enhanced at every opportunity.

You would be responsible for:

Customer Support

- Management of software support cases as allocated to you
- Triage of incoming customer queries via phone or email
- Engaging with and support fellow members of the Support Team, ensuring that:
 - Our customers feel valued, respected and supported by customer service of the highest standards
 - Morale within the team (and amongst all company staff) is proactively maintained at the optimum level by friendly, courteous and professional behaviour
 - Knowledge of the solutions to support queries is shared with your colleagues, promoting teamwork, capture to the knowledge base
 - You assist the Engineering team, carrying out testing as required
 - You contribute to the composition of ‘Help screens’, release notes, tips of the month, Knowledge Book Articles and other documentation helpful to the end users
 - You provide time for the training/coaching of new team members (both permanent and secondees)
- Assisting the Customer Services Manager on an ad hoc basis as required.

Customer Services

The team you are joining delivers both support and services to our customers. As such, we would expect you to take part in the delivery of services to our customers including but not limited to:

- Delivery of training to customers (remotely and in-person)
- Helping to prepare software releases to our customers
- Presenting at our Workshops and User Group meetings
- Assisting other team members in the delivery of the services they are responsible for

When appropriate, we would to consider giving you take responsibility for some of these services listed above. You may also be required to assist the Business Development team in helping submit tender responses and/or perform sales demonstrations.

To be successful, you'll need to be:

- Able to triage, prioritise, document and navigate technical queries
- Able to communicate issues and solutions clearly and confidently in conversation and in writing
- Confident in assuming responsibility for opening and resolving support cases
- Show empathy with customers in resolving user difficulties.

Additional desirable qualities:

- Show adaptability to changing business landscapes and priorities
 - Be secure in taking responsibility for key business tasks, processes and goals.
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About idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.750 staff located in the UK, the USA, Canada, Europe, India and Australia.

Idox has many offices across the Country and therefore travel will be required.

The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

How to apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to Join.Us@idoxgroup.com.



Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy Notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>