



## Application Support Analyst (2<sup>nd</sup> Tier)

### Social Care Solutions Cambridge

---

#### About the role

This is an opportunity for a customer services focused individual with a strong interest in Web Technologies to join Idox Public Sector Software Division in our Cambridge office. As a member of our national Service Desk team, you will be providing high quality advice and support to our Social Care clients, to assure a first class customer service. We are looking for candidates who thrive when diagnosing and resolving issues in a rigorous, ITIL Service Management environment.

2<sup>nd</sup> Tier Support professionals within Idox are expected to develop their skills and knowledge continuously, taking full advantage of guidance and mentorship from Team Leaders and experienced colleagues. We also expect you to contribute insight to the enhancement and delivery of customer service to our Public Sector clients.

#### Key Responsibilities:

As a 2<sup>nd</sup> tier Support Analyst, you will be taking full ownership of support requests. This means fully investigating and progressing enquires and requests to the point of satisfactory resolution and keeping all parties up to date on progress. You'll also make sure that all incident records are accurately logged and where appropriate, knowledge is shared, fully adhering to our stated operational processes and procedures.

Day to day, you will be:

- Supporting web-based applications, developed in-house
- Taking ownership of all assigned requests and progressing these through to resolution within the agreed timescales, ensuring the customer is kept informed of incident progress
- Fully investigating queries and undertaking fault replication within the company's software as appropriate
- Accurately recording all related communication and actions via our established incident logging system
- Keeping and enhancing detailed knowledge of the Company's products in accordance with a personal development plan
- Ensuring all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's image is maintained to a high standard.

#### To be successful, you'll need to have:

- Strong software background, ideally with experience in service management or service delivery for web based applications
- Excellent knowledge of HTML/CSS/Javascript/JSP
- The ability to understand new technologies and terminology quickly
- Experience of working as part of a team within a busy customer driven environment
- Confidence in communication; online, by email and taking customer calls
- Ability to work to tight Service Level Agreements.

#### Additional desirable qualities:

- Knowledge of Open Objects or Idox software would be an advantage
- Versatility and adaptability to be able to evolve with Idox services and software.

---

## 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.700 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](mailto: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>