



2nd Tier Service Desk Analyst(s)

Document Management Systems/Public Access/Uniform Technical
Glasgow or Reading (Theale), Office based

About the role

As members of the Service Desk team, our Analysts provide high quality advice and assistance to assure a first class service for our customers. The work is fulfilling; Analysts take full ownership of support requests, fully investigating and effectively progressing a request to the point of satisfactory resolution.

Idox is looking to hire an Analyst to support customers using our Document Management and Public Access systems. To apply, candidates should be confident in communicating complex issues simply, and be methodical in ensuring that progress is made until resolution is achieved. You'll need experience handling SQL and web application queries and be able to ensure that all requests are accurately logged and fully compliant with operational processes and procedures.

You would be responsible for:

- Responding to all customer support requests within the agreed SLA timescales
- Taking ownership of all assigned requests and progressing these through to resolution, ensuring the customer is kept informed of call progress
- Fully investigating the query and undertaking fault replication within the company's software as appropriate
- Accurately recording all related communication and actions into the call logging system in accordance with the agreed procedure
- To develop and maintain up to date detailed knowledge of the Company's products in accordance with a personal development plan
- Ensure 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 in this role, you will need:

- Excellent customer service skills
- Excellent diagnostic skills.
- Ability to understand and write basic SQL queries
- Experience of supporting public Web facing applications
- Ability to work as part of a team and coordinate with other teams or suppliers
- Accuracy and attention to detail, both verbal and written
- Good time and priority management skills
- Flexible approach
- Strong software background, ideally in a service desk or service delivery arena
- The ability to understand new technologies and terminology quickly
- Ability to work to tight Service Level Agreements
- Confidence in dealing with challenging situations, and the ability to work under pressure.

Additional desirable qualities:

- Knowledge of the Idox suite of EDRMS solutions, Casework or relevant experience of supporting similar Document Management Systems
- Experience of SQL queries and database technologies, in particular MS SQL Server and Oracle
- Experience of Web Technologies such as Apache Web Server, IIS and JBOSS/WildFly

- Experience of using Geographical Information Systems (GIS) and working with spatial data
- Experience of using a Service/Help Desk management system
- Experience of working in an Application Support environment
- Experience of providing support via remote access technologies
- Experience of the ITIL Framework.

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.

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>

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