



Implementation Specialist

Idox Health

Burton upon Trent (Home based after qualifying period) + Field based

About the role

The role of Implementation Specialist is responsible for supporting the uptake of Idox Health products and services for committed customers wanting to get the best return on investment in our software and solutions.

An Implementation Specialist will guide the customer around the features and benefits of their solution, and be responsible for seeing that queries are resolved, schedules are met (hand in hand with Project Manager) and that the customers will get a flying start with our products, through careful preparation and training. In particular, you will be supporting our clinical management software specifically designed for CaSH, GUM, HIV and fully integrated sexual health services.

We are looking to hire one Implementation Specialist for a quick start in 2019. Applications from experienced candidates will be responded to quickly.

Key Responsibilities:

- Gather business requirements as necessary and apply detailed working knowledge of Idox Health's products and features to support customer business process
- Create configuration documents for setup in Idox Health's products
- Train clients appropriately
- Recommend implementation of features and functions in line with customer business process
- Report enhancement requests and issues on behalf of the customer
- Work with assigned Project Managers to establish cost and time estimates for implementation
- Assist with identification of risks, developing mitigation or avoidance plans for each project
- Carry out implementation activities in line with standard implementation processes that lead to Go Live of products in customer production environments
- Provide post go-live support
- Produce necessary documentation and handover implementation to the support team
- Train/Coach less experienced Implementation Specialists and internal resources including support staff.

To be successful, you'll need to bring:

- Solid Windows server platform experience, low level administration
- Experience of IIS and basic application debugging
- Excellent written, verbal and presentation skills
- Sense of urgency necessary to meet goals, objectives and deadlines
- Proven problem-solving skills
- Ability to communicate technical concepts to non-technical staff
- Confidence in building strong business relationships
- Ability to work independently and collaboratively towards customer deliverables
- Willing to be a hands-on, positive contributor to our team
- Aptitude for data analysis and reporting
- Solid SQL querying skills
- Energy, drive and a passion for delivering true business value.

Additional desirable qualities:

- Experience in supporting software customers in hospitals or equivalent healthcare organisations.

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, Asia, Europe, and North America.

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>