



Applications Support Analyst

Customer Services, Idox Elections

Theale office or Home Based

About the role

This is a fantastic opportunity for someone with a real interest in Electoral issues to support our Elections and Democratic Services business. Working as a member of the Service Desk team within the Public Sector Software Division, the post holder join our team of 2nd tier applications support analysts, who provide high quality advice and support to ensure that our customers receive an excellent service.

As a 2nd tier support desk analyst, you will take full ownership of support requests, fully investigating and effectively progressing incident to the point of satisfactory resolution and keeping all parties up to date on progress, ensuring that all incident records are accurately logged and fully completed with adherence to declared operational processes and procedures. The role requires excellent listening and diagnostic skills, the ability to build a rapport and solve customer problems quickly and efficiently. As part of our team, a support desk analyst will be required to advance their skills and knowledge continuously, taking full advantage of guidance and mentorship from the Service Desk Team Leader and other Idox Elections colleagues, to enhance service delivery.

Key Responsibilities:

- Help to diagnose and resolve incidents in Idox Elections' Electoral Management Systems
- Respond to all customer support incidents within the agreed SLA timescales.
- Taking ownership of all assigned incidents and progressing these through to resolution, ensuring the customer is kept informed of incident progress
- Fully investigate the query and undertake fault replication as appropriate
- Accurately record all related communications and actions into Idox systems in accordance with the agreed procedure
- Deal with workload peaks without compromising standards
- Engage in a knowledge management culture within the Service Desk team
- Engage and fully understand new product releases/upgrades and other projects which affect the support of customers
- Promote the use and availability of the team, acting as an ambassador both internally and externally
- Ensure all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's reputation is maintained to a high standard
- Keep up to date with electoral legislative changes.

To be successful, you'll need to bring:

Knowledge

- Idox Elections Software Support Experience, including, but not limited to, Atlas, Eros, PVC and WebEros
- Previous experience of working within a busy customer-focused Service Desk environment
- The ability to understand new technologies and terminology quickly

- An understanding of Electoral legislation, both Electoral Registration and Elections Management
- Confident with communications via the telephone, email, and instant messenger

Skills

- Excellent customer service skills
- Problem solving and analysis: the ability to own problems through to resolution
- Excellent verbal and written communication skills
- Planning and organizing. Ability to prioritize daily workload effectively
- Confidence in dealing with challenging situations, and the ability to work under pressure
- Self-motivated : able to use own initiative, working well in a team and individually
- Accuracy and attention to detail
- Flexibility – able to respond to changing demands and take on additional responsibilities as required

Additional desirable qualities:

- Experience of supporting the Idox Elections product suite.
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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. 650 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has offices and teams throughout the UK 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>