



Support Analyst, Fusion

Idox Customer Service Glasgow

About the role

This is a great opportunity for a Support professional, bilingual in German and English to join our team, supporting companies worldwide in the deployment and usage of a flagship product, Fusion. Reporting to the Service Desk Team Lead and Global support manager, you will be responsible for providing telephone and email based customer support and assisting in the implementation of projects and training, for our global customers.

If you join Iadox as a Support Analyst, you will benefit from mentoring and professional development within the Customer Service team, and be able to build a career within Iadox. You should enjoy working as part of a team and, as the role is predominantly customer facing, it is essential to have confidence, and good communication skills.

We are looking for a candidate with a natural ability in customer support, and a genuine interest in technology and software applications. Fluent written and spoken German skills are essential, and any capability in French or other European languages would also be welcomed.

Key Responsibilities:

As a Support Analyst, you will provide technical support for German and English global customers. To do this you will:

- Liaise between customers and Product Development teams to ensure all queries are handled appropriately
- Take responsibility for archive requests and for generating of usage reports
- Assist customers with administrative tasks
- Create and update technical/user guides, email templates, knowledge bases, surveys and other communications, assisting with knowledge transfer between our customers and ourselves
- Test new releases of products for quality assurance and compliance
- Carry out implementations remotely or on-site for global customers
- Provide training for customers both on and off site in German & English
- Provide support and training for new staff on the use of our products.

To be successful, you'll need to bring:

- Excellent written communication skills in business German and English
- Mother tongue or near native fluency in German and English, to the level of being able to handle technical calls via phone or email from customers
- An excellent telephone manner
- Good computer literacy
- Excellent problem solving, trouble-shooting and multi-tasking skills
- Motivation to be a constructive and determined team player
- Tenacity and self-discipline
- A flexible and helpful attitude – productive under pressure
- A conscientious attitude towards quality and detail
- An ability to adapt to fast moving and changing environment, assisting colleagues, as required.

Additional desirable qualities:

- Additional French or Polish language skills would be an advantage.
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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>