



1st Tier Service Desk Analyst

Customer Services, Idox Software Theale (Reading)

About the role

This is an entry level opportunity for a candidate with a natural ability in customer support, and a genuine interest in technology and software applications. The purpose of the role is to provide excellent customer service to all internal and external customers. This means being the first point of contact for all internal and external customer support queries and recording all incoming support requests ensuring all key information is logged accurately before assigning the request. You will investigate, chase and progress queries and keep the customer informed until a request is satisfactorily resolved.

In this role you will receive training and mentoring on software applications to enable you to problem solve, and you will have the support of experienced managers and mentors.

You would be responsible for:

Front Line Support

- Provide front line telephone and email support to customers
- Provide front line telephone and email support to internal customers
- Provide front line telephone and email support to members of the public, who are using our online iApply or Digital Service Websites
- Resolve support requests where possible as first line support, in accordance with agreed SLAs.

Request Logging and Resolution

- Record all incoming support requests received Online, via email or telephone into the request logging system within the agreed SLA
- Obtain all key information relating to the query to enable effective request investigation; ensuring this is accurately logged into the request logging system
- Translate customer query information into a clear trouble statement which can be easily understood
- Assign requests to the relevant member of the team within the agreed SLA to enable progression of the request
- Progress all requests through to resolution, chasing information and resolution whilst ensuring the customer is kept informed of request progress
- Track request progress to ensure that unresolved requests are escalated in accordance with the established escalation guidelines and procedures
- Accurately record all communication relating to the request, including actions taken into the request logging system in accordance with the documented procedure
- Ensure all request records are maintained and fully documented from the point the request is logged until the request log can be closed.

Product Awareness

- You will develop and maintain up to date knowledge of the Company's products in order to answer customers operational enquiries.

General responsibilities

- Ensure all direct contact with customers are carried out in a professional and courteous manner, ensuring the company's image is maintained to a high standard
- Escalate any issues likely to result in the failure to complete a task to the Service Desk Team Leader, Incident Manager or Service Desk Manager as early as possible
- Implementation and review of procedures: ensure that all procedures within the area of responsibility are fully documented, regularly reviewed and consistently adopted.

To do well in the role, you will need:

- Previous experience of working within an end user service desk or application support environment (Ideal)
- Previous experience of working within a busy customer-focused environment (Essential)
- Excellent verbal and written communication skills
- Accuracy and attention to detail
- Excellent diagnostic skills
- Flexibility – able to take ownership of requests to ensure timely responses to customers
- Planning skills; must be able to prioritise daily workload effectively
- Confidence in dealing with challenging situations, and the ability to work under pressure
- To be self-motivated: able to use own initiative, working well in a team and individually
- The ability to speak French and/or German is desirable but not essential.

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.600 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has many offices across the UK and therefore travel may 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>