

# **(Trainee) Technical Delivery Consultant**

**Idox Software**

**Home and Field based**

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## **About the role**

Idox is seeking to appoint a Trainee Technical Delivery Consultant. This customer-facing role is home based, with some travelling to customer sites and company offices as required. The role will initially be 100% focussed on the technical delivery of Idox solutions to customers across the UK. It includes software installation and configuration, consultancy, and customisation of systems to meet specific customer needs.

The role will be an entry level position, designed to support the individual in developing into the role of Technical Delivery Manager.

The role would particularly suit someone with a natural aptitude for IT and applications, with some practical skills picked up either as an enthusiast or via vocational training (e.g. BTec or similar) and also with the confidence to communicate clearly with customers, directly or in written form via emails and presentations. Work experience in customer service would be very welcome.

## **Key responsibilities**

- Assess, plan and organise the delivery of allocated work projects to meet agreed time and quality
- Install, configure and customise Idox software including ancillary products onto customer environments
- Take ownership of assigned tasks as agreed with project manager and your line manager, and see them through to successful completion
- Liaise with customers to ensure the company's software is implemented and used as effectively as possible
- Familiarise customers with the software to demonstrate successful delivery and aid testing and acceptance
- Develop and maintain up-to-date detailed knowledge of the company's products in accordance with a personal development plan
- Provide support and maintenance services to customers in collaboration with other groups within the company
- Compile and maintain required technical and project documentation
- Proactive assessment of areas for business process improvement within domain knowledge. i.e. suggesting areas for increasing efficiency and quality of services.

## **To be successful, you'll need to bring:**

- Five GCSE's or equivalent with minimum B or equivalent in English and Maths
- A basic understanding of relational databases such as SQL Server or Oracle
- Experience of server based operating systems such as Windows 2016
- Basic understanding of the principles for Web development and deployment

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- A willingness to learn both independently and peer trained
- Enthusiasm for technology
- Good trouble shooting skills
- Customer support experience preferable
- Ability to work at home (including space to carry out duties such as conference calls and video calls without being disturbed)
- Excellent communication skills, written and verbal
- High level of organisation, with good personal planning
- Willingness to work flexibly
- Preparedness to travel within the UK, as planned.

## This role is suitable for:

- Someone who has an interest in technology, deploying software into customers systems
- They will be keen to learn and develop
- There will be opportunities to learn both on the job and with external training courses.

## About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

## Our Values



**Dynamism**  
We shape our future



**Responsibility**  
We are accountable for our actions



**Integrity**  
We do the right thing



**Valued**  
We value each other



**Excellence**  
We set the benchmark for quality

# DRIVE

The core values taking us forward

Along with our core values, we are proud to be an equal opportunities employer. We adopt and encourage diversity through an open and inclusive culture that values and respects all our employees, customers and communities in which we live, work and are a part of.

## Our Benefits



### Flexible Working

We recognise you have a life outside of work, and we encourage flexible working to enable you to balance your work and family commitments.



### Health & Wellbeing

We recognise you have a life outside of work, and we encourage flexible working to enable you to balance your work and family commitments.



### Family Friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



### Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



### Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



### Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experiences colleagues and you will also have access to online and face to face learning modules including our leadership development programme.



### Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our pension scheme operates on a Salary Exchange Contribution Basis so you receive relief from NI contributions. You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

## How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you 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.

## 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 our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>

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