IT Helpdesk Technician

Corporate IT Support

Theale, Reading and Home Based

About the role

The job of IT Helpdesk Technician is essential to Idox, the role exists to provide excellent customer service to all internal customers using the Idox IT systems.

Working alongside a friendly team, you will be the first point of contact for all Idox staff IT support queries. You will process all incoming support calls and change requests ensuring all key information is logged accurately before using your technical skills to resolve or escalate the request to another member of the team.

As an IT Helpdesk Technician, you will also be responsible for building, configuring and repairing staff IT equipment. Organising courier deliveries of IT equipment to our home-based staff, offices and data centres. Administering asset registers and other network and cloud-based software systems.
This is a varied and busy role with the ability to expand responsibilities as your knowledge and experience increases.

This role is ideal for a bright person with confident, clear thinking and an aptitude for technology. We are hoping you can bring a practical hands-on knowledge of IT (a BTEC Level 3 or similar) and a positive outlook and willingness to learn. In return, you will receive on-the-job coaching in a wide range of technologies and will be encouraged to stretch yourself professionally. The role with be awarded strictly on merit and we hope to meet some forward-thinking candidates. Idox offers active mentoring and a sustainable work/life balance.

Key responsibilities

Front Line Support

- Provide front line support to internal staff in relation all Corporate and staff IT related incidents, service requests and change requests
- Resolve support calls where possible as first line support, in accordance with company procedures
- Assist other IT support team members

Call Resolution

- Attempt first-fix on incidents where this is possible before assigning incident to others, building a knowledge base to grow first-fix capability
- Design and create fixes and procedure changes that prevent reoccurrence of issues leading to better efficiency and improved customer experience.

Hardware Support

- Build and configure Windows OS and Mac OS computers for staff
- Troubleshoot issues with staff IT equipment
- Organise delivery of IT equipment to and retrieval of IT equipment from Idox staff

Product Awareness

- Develop and maintain up-to-date knowledge of the Company's IT systems as well as platform technologies in order to answer customers operational enquiries

General responsibilities

- Ensure all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's and teams' image is maintained to a high standard
- Follow escalation procedures to maintain high levels service and prevent failures
- Ensure that all procedures within the area of responsibility are fully documented, regularly reviewed and consistently adopted
- Adhere to Idox Information Security & Management System Policies.

To be successful, you'll need to bring :

- Discipline, organisation and self-motivation
- Evidence that you are keen to learn
- Good customer communication skills
- Passion about technology
- A good working knowledge of MS Operating Systems and applications
- Previous experience of working within an end-user Service Desk or application support environment
- Previous experience of working within a busy customer-focussed environment

Additional desirable skills:

- Experience of computer builds and troubleshooting
- Experience of Apple Mac OSX
- Experience of virtualisation technologies VMware ESX or Microsoft HyperV
- Experience with helpdesk tools within an ITIL environment
- Basic Microsoft Windows network administrative skills including Active Directory User account administration
- Basics of Citrix Workspace
- Administering and maintaining Microsoft M365 or Azure cloud applications

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

Our Values

| Dynamism | Responsibility | Integrity | Valued | Excellence |
| We shape our future | We are accountable for our actions | We do the right thing | We value each other | We set the benchmark for quality |

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits

Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.

Family Friendly

We understand how important family is to our employee 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.

Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.

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 experienced 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 will 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**