

# 2<sup>nd</sup> Tier Service Desk Analyst

Customer Support, DMS and Public Access

Glasgow or Theale based, home working when necessary

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## About the role

As members of the Service Desk team, our Analysts provide high quality advice and assistance to assure a first class service for our customers. The work is fulfilling; analysts take full ownership of support requests, fully investigating and effectively progressing a request to the point of satisfactory resolution.

Idox is looking to hire an Analyst to support customers using a range of DMS and Public Access systems. We are particularly interested in candidates with experience in handling Local Authority software applications related to Planning and Building Control and/or Environmental Health. User experience with Idox software products Uniform and TLC would be ideal, as would some technical understanding.

To apply, candidates should be confident in communicating complex issues simply, and be methodical in ensuring that progress is made until resolution is achieved. All requests must be accurately logged and our customer services fully compliant with operational processes and procedures to ITIL standards.

This role is ideal for someone with experience working in the Public Sector, who would like to turn their hands-on experience into a career with Idox in customer support. Idox provides an opportunity to bring your skills into a commercial company and take your career forward. We will provide training and a flexible work/life balance as well as benefits which support wellbeing for all.

## Key responsibilities

- Responding to all customer support requests within the agreed SLA timescales
- Taking ownership of all assigned requests and progressing these through to resolution, ensuring the customer is kept informed of call progress
- Fully investigating the query and undertaking fault replication within the company's software as appropriate
- Accurately recording all related communication and actions into the call logging system in accordance with the agreed procedure
- To develop and maintain up to date detailed knowledge of the Company's products in accordance with a personal development plan
- Ensure all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's image is maintained to a high standard
- Adhere to Idox Information Security & Management System Policies.

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

- Excellent customer service skills
- Excellent diagnostic skills
- Ability to understand and write basic SQL queries
- Experience of supporting public Web facing applications
- Ability to work as part of a team and coordinate with other teams or suppliers
- Accuracy and attention to detail, both verbal and written
- Good time and priority management skills
- Flexible approach

- Strong software background, ideally in a service desk or service delivery arena
- The ability to understand new technologies and terminology quickly
- Ability to work to tight Service Level Agreements
- Confidence in dealing with challenging situations, and the ability to work under pressure.

### Additional desirable qualities:

- Knowledge of the Idox suite of Products or other similar Public Sector Solutions
- Experience of SQL queries and database technologies, in particular MS SQL Server and Oracle
- Experience of Web Technologies such as Apache Web Server, IIS and JBOSS/WildFly
- Experience of using Geographical Information Systems (GIS) and working with spatial data
- Experience of using a Service/Help Desk management system
- Experience of working in an Application Support environment
- Experience of providing support via remote access technologies
- Experience of the ITIL Framework.

## 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**  
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



## 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.

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## 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>