

2nd Tier Service Desk Analyst

Home /Office Based

About the role

Working as a member of the Service Desk team within the Public Sector Software Division, the post holder will provide high quality advice and support to assure a first class customer service. By taking full ownership of support requests, fully investigating, and effectively progressing the incident to the point of satisfactory resolution and keeping all parties up to date on progress, ensuring that all incident records are accurately logged and fully completed with adherence to declared operational processes and procedures. The candidate will be required to continuously develop their skills and knowledge, taking full advantage of guidance and mentorship from the Team Leader and Senior team members, to enhance delivery of service.

Key responsibilities

- Supporting Idox Digital Platform products, Uniform Spatial and Enterprise workflow system and the LLPG connectors for importing/exporting data from Gazetteers used by Local Government.
- Responding to customer support incidents within the agreed SLA timescales, these will be allocated through a mentorship programme in the first 6-9 months while learning the supported products.
- Taking ownership of all assigned incidents and progressing these through to resolution, ensuring the customer is kept informed of incident progress.
- Fully investigating the query and undertaking fault replication within the company's software as appropriate including liaising with our Product and Development sections.
- Accurately recording all related communication and actions into the incident 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

To be successful, you will need:

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- A strong software background, ideally in support or service delivery arena.
- A working knowledge of back office and web based systems ideally from the Local Government arena
- The ability to understand new technologies and terminology quickly.
- Experience of working as part of a team within a busy customer driven environment
- To be confident with communication via email and telephone
- The ability to work to tight Service Level Agreements and deadlines
- To be PC literate with good working knowledge of MS Office applications.
- Excellent customer service and diagnostic skills.
- Excellent verbal and written communication skills.
- Accuracy and attention to detail.
- Flexibility – able to take ownership of requests to ensure timely responses to customers.
- Planning and organising skills, able to prioritise daily workload effectively.
- Confidence in dealing with challenging situations, and the ability to work under pressure.
- Self-motivated: able to use own initiative, working well in a team and individually

Optional Requirements- specific to the role

- Understanding and knowledge of structured query language (SQL), extensible markup language (XML) , C Sharp (C#) to allow for the support of our digital platform products, and back office solutions (Uniform and Idox Cloud).
- Knowledge of spatial web feeds (WFS,WMS,WMTS) for the support of the GIS Solution in Idox's back office system, and use of ArcGIS Enterprise and ArcGIS Pro.

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.

Idox's Public Sector Software Division, is a supplier of software solutions and information services to the public sector and the leading applications provider to local government for core functions relating

to land, people and property. Over 70% of UK local authorities are customers. Idox group is committed to providing public-sector organisations with the tools to access and manage information & knowledge, documents & content, business processes & workflow as well as connecting directly with the citizen via the web.

From standalone solutions for individual functions through to integrated corporate solutions, the company's market leading portfolio delivers improved data quality, stream-lined information-sharing, enhanced employee productivity and increased responsiveness to the public.

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

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>