

Service Desk Analyst

Address Data Solutions, Emergency Services

Home Based

About the role

Emergency Services play a vital role in serving and protecting our communities, operating under constant pressure to get to people in distress quickly. Consequently, operators must have the tools in place to rapidly search and identify addresses with the confidence that the data is accurate and fully up to date. A timesaving, feature-rich address data solution to access, maintain and share accurate address data can support the emergency services to deliver a more efficient and effective service to the public. Through our Aligned Assets platform for address cleansing and management, we provide cutting-edge solutions to more than half the emergency services in Great Britain.

The Service Desk Analyst is an IT professional who will provide, within a team environment, technical support for Idox customers regarding a range of software. The specific focus is dependent on the needs of the business. As part of a support team, the Service Desk Analyst will require both technical knowledge and 'people' skills. Using clear wording to keep customers informed of updates to requests via the Service Desk and communicating by telephone to resolve requests in a timely fashion. The work environment often requires close collaboration with other Team members, Implementation Specialists, Software Developers, Sales Support, as well as contact with customers.

The Service Desk Analyst will have a working knowledge of Microsoft SQL database, Microsoft Operating Systems, and an understanding of supporting enterprise solutions remotely.

The role is a well-established position and processes and established working practices are in place. The nature of the business sector is subject to standards, compliance and governance which require strict observance by all team members.

Key responsibilities

- To progress Service Desk requests via telephone, email, and remote connection tools
- To investigate and resolve Service Desk requests using telephone, email and remote connections to customer systems where required
- To prioritise and take ownership of Service Desk requests, updating them as required including from external sources of information
- To correctly and accurately log and prioritise customer queries and issues on the Service Desk in line with their Service Level Agreements
- Assist with handling the team's shared mailbox and incoming telephone calls. To ensure all emails/calls are replied to or forwarded to relevant colleagues
- Assist with handling new emails or calls that require incident and change request tickets raising on the Service Desk. These are logged on to the Service Desk system, prioritised and assigned for team members to progress

- Continually improve the service and knowledge by liaising with other staff members to gain and transfer knowledge and suggest service improvements.
- Maintain a knowledgebase of common problems and solutions
- Daily reporting of support issues at the SCRUM meeting
- Data loading, processing & manipulation including querying the customers database to help identify any issues with the data
- Testing of our bespoke products
- To carry out other duties commensurate with the role.

To be successful, you'll need:

- Previous experience in carrying out a similar role
- Experience in providing technical support to software users preferable
- Analytical and logical problem-solving skills, able to make own decisions
- Ability to prioritise and manage own workload; self motivated
- Ability to communicate efficiently both with internal staff and customers
- Technical/Working knowledge of Microsoft's products such as Microsoft IIS and Office
- Technical/Working knowledge of Microsoft's SQL (highly desirable)
- Attention to detail, being quality conscious
- Ability to work in a team environment to meet departmental and company goals
- Ability to work under pressure
- Knowledge of C# and .NET languages would be advantageous.

Additional desirable qualities:

- A degree or equivalent professional qualification in Computer Science/Information Technology or related discipline preferred
- Information Technology ("IT") Infrastructure Library (ITIL) Certificate in IT Service Management (Foundation) is desirable
- Additionally, all candidates must be in a position to obtain UK security clearance.

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

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 will 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>