



# Application Support Analyst, 2nd Tier Desk Analyst, Social Care

## Customer Service, Idox Software

Glasgow, Woking or Home based, UK

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### About the role

We are actively seeking to recruit a candidate into our Social Care team to assist in the support of primarily our Directory Platform, with some cross-skilling on our EHC Hub as we are looking to merge two teams into one larger support team. The ideal candidate should have experience in web application support, troubleshooting and experience working with Developers to ensure a rounded experience for our customer base.

Joining Idox as a 2<sup>nd</sup> Tier Service Desk Analyst opens up a number of career paths including Web Development, Project Management and Professional Services, consulting and advisory work. As a member of the Service Desk team within the Public Sector Software Division, a 2<sup>nd</sup> Tier Service Desk Analyst also sets out a first-class Customer Service career path.

This particular role supports our Social Care customers and software users. Delivered as software as a service (SaaS) solutions, Idox hubs and portals enable self-service and provide efficient and easy access to family, children's and special educational needs and disabilities (SEND) services. To support these essential services, you'll take full ownership of support incidents, fully investigating and effectively progressing each service ticket to the point of satisfactory resolution. You'll be keeping all parties up to date on progress, ensuring that all incident records are accurately logged and fully completed, paying close attention to compliance, process and recording, as well as fully supporting our customer.

### Key responsibilities:

- Supporting web-based applications that are developed in-house
- Responding to all customer support incidents within the agreed SLA timescales
- Taking ownership of all assigned incidents and progressing these through to resolution, ensuring the customer is kept informed of incident progress

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- Fully investigating the query and undertaking fault replication within the company's software as appropriate
- 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 is represented to the highest standard.

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

- A strong foundation understanding of software applications, ideally in support or service delivery
- Working knowledge of server-side vs client-side code execution
- Working knowledge of HTML/CSS and a readiness to develop skills in JSP
- Experience of working as part of a team within a busy customer driven environment
- Ability to work to tight Service Level Agreements
- An ability to understand new technologies and terminology quickly
- 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
- Excellent customer service and diagnostic skills.

## **Additional desirable qualities:**

- Experience working alongside Developers, Jira, DevOps.
  - Minimum 1 year (12-18 months) experience with Applications Support as a core skill or with in-house applications.
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## **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.

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## 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

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## 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](mailto: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>