

Solution Consultant

Engineering Information Management

Hybrid, UK

About the role

The Idox Group is an AIM-listed plc, a multinational company with a UK HQ and an international outlook. We build software for government and industry to work better and comply with regulations, and are market leaders, with a broad portfolio of Products and providing services built on insight and honed with technological advances and smart apps. <http://www.idoxgroup.com>.

With the success of our specialist Development and Testing activities, this is an excellent career opportunity for a Solution Consultant looking to join a company able to provide a sustainable career path in international business and technology.

Reporting to the Global Delivery Manager, you will also be designing, implementing and training on Idox Engineering Information Management (EIM) software designed to facilitate project collaboration and ensure the accuracy and integrity of information on complex capital projects, for example oil and gas, renewable energy, manufacturing and construction sectors. Bringing the power of digital to engineering and construction, our on-premise and cloud-based solutions enable the efficient build and management of critical assets and infrastructure through better data integrity, easier collaboration and tighter control of costs. Please follow the link for more information: www.idoxgroup.com/solutions/engineering-construction-and-asset-operations

With Idox, you will learn about the software itself, build industry knowledge and develop a set of strong business skills. You will have a buddy from day one, to make sure you can make the most of learning opportunities in the business. We offer a comprehensive benefits package and flexible working to support your wellbeing as well as your professional development.

Key responsibilities

- Gather and document customer's business and functional requirements
- Design and configure solutions that leverage the Idox EIM product portfolio based on customer business requirements
- Create and guide subsequent solution design documents
- Oversee the implementation of the solution design ensuring that the customer's business problems are addressed
- Provide Installation and infrastructure support as required to the Infrastructure Specialist
- Advise and influence customers on business and solution issues during workshops
- Liaise between customers and Product Development teams to ensure all queries are handled appropriately
- Assist in creating and updating technical/user guides, knowledge bases, surveys and other communications
- Provide end user support and training of our products as required during project phases
- Develop and maintain good customer relationships, particularly with decision makers, influencers, and with key end-users
- Support Sales, as and when required, to assist in selling efforts
- Assist in the continuous improvement and maintenance of the Design and Delivery Methodology
- Adherence to Idox Information Security policies and protocols.

To be successful, you'll need to bring:

- Minimum 2 years' experience of one or more of the following: Content Management, Engineering Document Management, workflow or knowledge management
- Excellent communication skills, written, verbal, and presentations
- Delivery of IT solutions encompassing infrastructure, packaged software, custom application development, business process improvement and culture change
- Strong technical background
- Strong problem-solving skills
- Self-motivated and works with little supervision
- Fluency in spoken and written English.
- Flexibility with time management, working hours, traveling, etc

Additional desirable qualities:

- Experience in document management
- Advanced functional understanding of EIM product portfolio, including DCTM thru current release and FileNet thru current release
- Technical background HTML, XML, Java Script
- Background in industry: engineering, construction, energy, Oil & Gas
- Migrating data to controlled environments

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 700 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



Family friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement. Idox offers excellent pay and leave benefits for parents and carers welcoming children.



Community

You will have the opportunity to participate in community and local activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and support employees who choose to carry out volunteer work.



Be heard

Our employee voice is a huge part of life at Idox. We have a number of employee initiatives which support our colleagues to make the most out of their role in Idox. From mental health support to regular CEO Broadcasts, we empower our people to have an impact across our organisation.



Your development

The Idox mentor scheme helps pair you with experienced colleagues to help you achieve personal and professional growth. We also have leadership development and training opportunities to support your career progression.

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 necessary background verification as a standard part of hiring process. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

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>

