LibraryLink Product Specialist

Exegesis Team, Idox Geospatial

Home based

About the role

This is a vacancy for a **Product Specialist** to join the Exegesis team within Idox Geospatial, working specifically with our LibraryLink product (integrated Digital Asset Management for GIS applications).

LibraryLink is our comprehensive image and digital asset management system that integrates seamlessly with Exegesis applications including CAMS, HBSMR and CMSi, as well as leading GIS and database applications including QGIS, ArcGIS and MapInfo Pro.

As the Product Specialist you be responsible for product strategy and planning, functional design and the management of the LibraryLink product throughout its lifecycle. You will also provide technical guidance and assistance to the wider team of CAMS, CMSi and HBSMR product consultants who support and deliver the LibraryLink product to customers.

The role is home-based but will require some travel to meet with clients and colleagues.

Key responsibilities

Lead and champion the LibraryLink product within the business, with our partners, with existing clients and the wider market As the lead product expert, you will understand the market landscape and work with sales and marketing colleagues to promote the success of the product. Define and maintain the product roadmap, in consultation with relevant internal and external stakeholders.

PRODUCT DEVELOPMENT

- Provide the "bridge" between the business requirements of the product consultants, the functional requirements of the end user, the needs of the commercial team and the development engine room of product development
- Take functional and business requirements and translate them into technical requirements
- Maintain, prioritise and organise the product backlog
- Lead and manage the development, QA and release of products into their live environment
- Work with the Development team to ensure high quality and secure product releases
- Work with the Development team to ensure LibraryLink complies with relevant regulations and industry standards.

COMMERCIAL STRATEGY

- Support the commercial teams in all pre-sales activities including producing standard marketing material, tender responses, functional specifications and technical documentation.

- Support the sales teams with product training, presentations, and demonstrations as required.
- Collaborate with the product and commercial teams to identify and validate new opportunities.

PRODUCT TEAM AND CUSTOMER SUPPORT

Work with Project Managers and Product Consultants to coordinate delivery of work relating to LibraryLink.

Provide all teams with product, technical and user-based documentation required for the planning, delivery, support and use of the product.

Provide a point of escalation for technical support matters.

CUSTOMER SUCCESS

- Installing and upgrading customer instances of LibraryLink on hosted and 'on prem' servers
- Undertaking data migrations (to bring existing legacy collections into LibraryLink)
- Installing and configuring LibraryLink and its various product and GIS integrations
- Documenting customer's installations, configurations, and technical architectures
- Provide technical liaison and systems integration support with third parties including technical and project liaison
- Providing technical support for customers and colleagues
- Training customers and colleagues in the use and administration of LibraryLink.

STAKEHOLDER COMMUNICATIONS

- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Accurate forecasting and tracking against key product metrics
- Preparing and presenting reports as needed on product roadmap, budgets, and performance for senior management.

PROCESSES

- Accurate record-keeping and administration.
- Adhere to Idox Information Security & Management System Policies.

To be successful you will need:

- Proven experience in a similar senior technical role
- To understand the importance of digital asset management and metadata, i.e. you 'get the point' of LibraryLink, preferably derived from direct experience of managing significant digital collections
- A thorough understanding of digital asset formats and their associated software products and lifecycles
- To be positive and problem solving
- To have excellent written and verbal communication skills
- To be self-motivated, organised and disciplined
- Leadership skills, able to inspire cross-functional teams and motivate them to work towards a common goal
- Graduate qualifications in a relevant discipline, preferably involving significant IT / computer science / data science.
- Good knowledge of relevant application development technologies including PHP, MySQL, Windows Server, IIS, Linux, Apache.
- Familiarity with GIS theory and practice, using at least one of the product suites from ESRI, QGIS, MapInfo and similar.
- Excellent IT skills including at least 3 of the following:
    - Strong database skills, e.g. querying using SQL, database management, etc.
    - Software design and development skills including system architecture, programming and testing.
    - Server and/or cloud platform management experience.

- DevOps experience.

Additional desirable qualities:

- Post-graduate qualifications in a relevant field, preferably including significant IT / computer science / data science.
- Familiarity with agile methodologies and be able to manage agile development projects.
- Training skills including preparation and delivery of IT training, in person or online.
- Experience with ResourceSpace DAM Software (this is the open-source platform on which the current version of LibraryLink is built).
- IT support/help desk experience.

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

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**