

Application Analyst, Hosting Services

Local Government Software

Home Based, with occasional travel

About the role

Are you a tech-savvy problem solver with a passion for providing top-notch customer service? We are looking for IT focused candidates to join our dynamic Hosting team within the Local Government Software Division. As an **Application Analyst**, you will be joining a tight knit team, delivering high-quality hosting solutions, ensuring service continuity and working hard to uphold customer satisfaction. We are particularly looking for someone with a background in supporting customer applications in a Microsoft Windows based environment, who loves to stay at the forefront of technology, and who will excel in troubleshooting, and enhancing our client service.

We are seeking someone who understands the unique benefits and challenges of Hosting Services within the Public Sector market. If you have experience with Idox products and implementations, or similar products, please highlight this in your application, along with how your experience aligns with the job specifications below. Importantly, if you have a solid understanding of Local Government infrastructure and are eager to apply your skills in the private sector to advance your career, we are excited to hear from you and would love to have you on our team!

Idox is committed to providing you with the mentoring and development necessary for your success, enabling you to leverage your expertise to support our customers effectively. In this role, you'll engage in forward planning, enhance customer awareness, and deliver management information that aligns with Idox's business strategy, goals, and objectives. You'll also play a key role in maintaining business continuity and minimising downtime for our customers. We encourage you to share valuable insights and intelligence with the Group to drive continuous improvement.

Key responsibilities

- **Application Expertise:** Offer expert guidance, troubleshooting, and advocate best practices for deploying client-server and web applications in a windows server environment
- **Incident Resolution:** Lead incident management and escalations, ensuring the delivery of timely, high-quality updates to customers.
- **Customer Onboarding Collaboration:** Collaborate with project management and delivery teams to streamline the onboarding of new customers efficiently.
- **Build Standard Compliance:** Uphold and rigorously maintain system build standards within the environment.

- **Service Desk Collaboration:** Work closely with the service desk team to provide robust support for Idox applications on hosted platforms.
- **Innovative Solutions Creation:** Develop and implement innovative solutions to enhance the efficiency and proficiency of service provisioning
- **Information Security:** Adherence to Idox policies and protocols to ensure safety of customer and Idox data.
- **Continuous Learning:** Stay abreast of emerging technologies through continuous professional development.

To be successful, you should bring:

- **Application Support Experience:** minimum 3 years' experience of supporting client-server back-office and web-based systems (Apache; IIS).
- **Database Proficiency:** Exhibit experience with relational databases like Microsoft SQL Server and Oracle.
- **Windows Server Environment:** Understand the key workings of Windows Server in terms of running and supporting applications.
- **Scripting Expertise:** Showcase a proven track record in creating scripts using languages such as SQL (queries; joins), PowerShell (log analysis, automation and troubleshooting), Python, and VBS.
- **Infrastructure Knowledge:** Possess an understanding of data centres, virtualized environments, and their administration, particularly through VMWare.
- **IT Service Management:** Incident, problem and change management experience within an ITIL environment.
- **Networking Skills:** Fundamental understanding of networking concepts (TCP/IP, DNS, Firewalls) to address connectivity problems and work efficiently with network teams.

- **Security Awareness:** Knowledge of cybersecurity best practices and an understanding of security measures in hosted and on-premises environments.
- **Monitoring and Analytics:** Experience with monitoring tools (e.g. PRTG and Zabbix) to proactively identify and address issues.
- **Problem-Solving Skills:** Showcase strong troubleshooting skills, with the ability to diagnose, resolve and document complex issues effectively.

Additional desirable skills :

- **Local government background:** Experience working in or for Local Government in an Application support environment.
- **Project Management:** Basic project management skills to coordinate tasks, timelines, and resources effectively, especially when working on customer onboarding projects.
- **Soft Skills:** Strong interpersonal skills, teamwork, adaptability, and the ability to work well under pressure, particularly in a fast-paced environment with changing priorities.

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 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>