

ITSM Administrator

Pune, India (Office Based)

About the role

We are currently seeking a highly motivated IT Service Management (ITSM) Administrator to become an integral part of our Service Management and Assurance Team. The successful candidate will be responsible for the administration, support, and configuration of our service management platform, including its customer interfaces, portals, dashboards, change calendars, and workflows. This role requires close collaboration with stakeholders across Idox and our comprehensive corporate contact register to ensure our service management solutions effectively meet all service delivery requirements while consistently providing a world-class end-user experience.

Are you an experienced technical administrator adept at blending exceptional organisational skills with a collaborative mindset? Do you thrive in fast-paced service management environments that necessitate prioritisation, superior time management, and the ability to multitask effectively? Are you methodical in your approach, recognising the transformative power of data-driven processes and the potential of automation? If so, we are eager to connect with you!

The post holder will:

- Support contracted Idox services through our knowledge-based culture
- Provide overall support and administration for the service management platform ensuring that all performance, availability and organisation/service level agreements are met.
- Troubleshoot, determine root cause, and resolve Incidents, Service Requests and Change Requests relating to the platform, its interfaces, and integrations.
- Develop and configure the Service Management platform by building workflows, intelligent captures and business rules to ensure the efficient and accurate delivery of services.
- Develop custom scripts and integrations that enhance the service delivery and automation capabilities of the ITSM platform.
- Build and configure customer portals and interfaces to provide an optimised, world-class user experience that promotes and enables self-service 24/7.
- Ensure that all technical solutions are adequately tested, satisfy stakeholder requirements, and overall business objectives.
- Translate stakeholder requirements into technical solutions.
- Pro-actively monitor the service management platform and implement strong solutions in a timely manner ensuring that platforms are available in line with contract commitments.
- Liaise with 3rd party suppliers as appropriate including advocating on behalf of Idox for enhancements in line with our Continual Service Improvement and Automation aspirations.
- Embrace a knowledge-based culture ensuring that all processes are documented and shared as per our change management processes.
- Manage data securely, responsibly and effectively, continually promoting and administering system streamlining and efficiencies.
- Develop and distribute key performance indicators relating to the ITSM platform and deliverables via dashboards, reports and widgets.

Required Skills / Experience

- 2+ years experience configuring and administering an ITSM tool such as Hornbill, Service Now, Halo or Jira Service Manager.
- ITIL v4 Foundation certification or equivalent 2+ years' experience working in an ITIL-based Service Management delivery framework.
- Experience with the support and administration of a Configuration Management database.
- Good understanding of technology developments and industry trends in Service Management.
- Possess the ability to communicate effectively in English with technical and non-technical stakeholders.
- Be able to work in a fast-paced environment with rapidly evolving targets and to prioritise work effectively.
- Be self-motivated, confident and decisive with a "can do" attitude to administration and delivery.
- Be a good team player, working effectively with multiple stakeholders at a global scale.
- Experience of working as part of a team within a busy customer driven environment.
- Exposure to AGILE ways of working and Value Stream focused delivery.
- Ability to learn, understand, and apply new technologies and integrations
- Good working knowledge of MS 365, Webhooks, SQL, ESP Conditioning and Regex.
- Knowledge of Cloud Automation including Hornbill, Jira, Salesforce, Hubspot, and Twilio.
- Experience of working closely with a UK, European or US IT services business would be advantageous

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 660 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>**