

Geospatial Product Specialist

Idox Group – Geospatial Division

Home or Office Based (Farnborough)

About the role

We are looking to recruit a talented and motivated Geospatial Product Specialist to join our Product Support Team.

Idox Geospatial is proud to be part of the Idox Group and are at the leading edge of cloud delivery for web mapping and pioneering GIS software and data. Using globally leading open-source technologies, this is a team which is passionate about applying GIS and geospatial data to improve and innovate what our customers do.

As a Geospatial Product Specialist you will play an important role in providing excellent customer support services for our products. This includes technical support, QA testing, client management and data management. You will help to ensure our key service management commitments are fulfilled to high quality and performance standards.

This is an exciting opportunity to play a key role in the expansion and use of GIS by our customers, internal and external, as well as contribute to future product and service development. You'll work on your own initiative and bring new ideas to continuously improve what we do.

You'll find a fast track personal development path and work on leading geospatial solutions that solve real world problems for our customers.

Please look at our website to get a feel of the contribution you'll be making as part of the Idox team:

<https://www.idoxgroup.com>

Key responsibilities

- Service Management
 - Provide service desk and technical support services to customers, and assist with the administration of service desk systems
 - Contribute to the delivery of customer Service Level Agreements (SLA) to ensure required quality and performance standards are met
 - Maintain product documentation (customer facing)
 - Prepare and maintain process documentation in line with our quality policy
 - Responsibilities for performance and management reporting with customers
 - Collaborate with customers and users to maintain our customer focused reputation
- Product Support
 - Support the work to release product updates to customers
 - User engagement and feedback to inform product development
 - Help to maintain product documentation
 - Support the work to onboard new clients to GIS software and data products
 - Responsibilities for user acceptance testing of new product developments
 - Assist with data management services to support products and customer applications

- Consultancy
 - Contribute to pre and post sales consultancy in collaboration with colleagues and customers
 - Contribute to geospatial projects
- Adherence to Idox Information Security policies and protocols.

To be successful, you'll need to have:

- 1+ year experience of 1st / 2nd line product support desk
- Working experience of open source GIS web, desktop and database products
- Experience of providing customer-focused services
- Strong verbal and written communication skills
- Ability to work effectively and efficiently as part of a team
- Good planning and organisational skills
- Excellent problem solving and analysis skills
- Ability to manage your own workload
- Ability to generate new ideas and solutions
- Aptitude for learning and applying new technologies

Additional desirable qualities:

- 1+ years experience of working as part of a GIS Team
- Experience of SQL & FME an advantage but not essential
- Degree or Technical Qualification in GIS, related discipline or transferable skills
- Applied knowledge of geospatial data management

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>