



# Technical Consultants, Delivery

## Idox Software

### Pune, Maharashtra (Office based)

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#### About the role

With the success of our specialist Development and Testing activities based in our Pune office and ambitious growth plans to triple our number of employees in India in the next 18 to 24 months, we are recruiting for Technical Consultants for our Public Sector delivery team.

This role will initially be entirely focused on the technical delivery of Idox solutions to UK and international customers. It involves software installation and configuration, consultancy, and customisation of systems to meet specific customer needs.

This role would particularly suit someone with a natural aptitude for IT and applications, with the confidence to communicate clearly with customers, directly or in written form via emails and presentations in business English. Experience in software implementations and customer service is essential.

You'll be part of a Professional Services team which is mission-critical, and work with colleagues in Pune and in the UK, contributing ideas for improvement and sharing your knowledge.

Idox will provide resources, mentoring and a competitive package (including flexible working), designed to reward success as you achieve your own professional development goals as well as successfully supporting our clients.

#### Key responsibilities

- Assess, plan and organise the delivery of allocated work packages to meet agreed scope, budget, time and quality standards
- Install, configure and customise Idox software including ancillary products onto customer environments
- Take ownership of assigned tasks as agreed with the project manager and your line manager, and see them through to successful completion
- Liaise with customers to ensure the company's software is implemented and used as effectively as possible
- Familiarise customers with the software to demonstrate successful delivery and aid testing and acceptance
- Develop and maintain up-to-date detailed knowledge of the company's products in accordance with a
- personal development plan

- Provide support and maintenance services to customers in collaboration with other groups within the company
- Compile and maintain required technical and project documentation
- Proactive assessment of areas for business process improvement within domain knowledge.
- i.e. suggesting areas for increasing efficiency and quality of services
- Achievement of 80% minimum utilisation target.

## **To be successful, you'll need to bring:**

- Excellent communication skills, written and verbal
- High level of organisation, with good personal planning
- Previous experience of working technical delivery, ideally with UK based corporate customers.
- Good trouble shooting skills and able to independently and as part of a team.
- An understanding of the principles for Web development and deployment
- Enthusiasm for technology and learning new skills
- A basic understanding of relational databases such as SQL Server or Oracle
- Experience of server based operating systems such as Windows Server
- Willingness to work flexibly and travel, if required to do so.

## Additional desirable qualities:

- A true interest in technology, enjoying the deployment of software into client systems
  - Ability to solve problems
  - Inquisitive nature, striving to learn from customers and colleagues alike.
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## 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 500 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

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## 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

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## 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.

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## 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](mailto: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>