

2nd Tier Customer Support Analyst

Idox Health - Lilie

UK - Remote

About the role

The position of a 2nd Tier Customer Support Analyst is a critical role within Customer Services at Idox, dedicated to delivering exceptional technical support to Idox customers using the Lilie patient record software for sexual health. This role, as part of a specialised support team, requires a blend of technical expertise and interpersonal skills to effectively serve our clients.

The Analyst is responsible for keeping customers informed of incident updates through the Idox Customer Portal and by phone, using clear and concise communication. Often prompt resolution of issues via telephone interaction is predominant, and using this channel is documented against the customer's requests. This role demands direct engagement with customers to ensure seamless service delivery and close collaboration with fellow team members, including Implementation Specialists, Software Developers, and Sales Support.

A fundamental proficiency in Client-Server applications, SQL database functionality, familiarity with Microsoft Operating Systems, and a comprehensive understanding of supporting enterprise solutions within environments adhering to clinical safety standards are essential for success in this role.

The 2nd Tier Customer Support Analyst position is a well-established role, supported by robust processes and practices that facilitate a smooth induction and effective performance management. Given the nature of the business sector, adherence to stringent standards, compliance, and governance is imperative for all team members.

Key responsibilities

- Provide exemplary application support to Idox clients through telephone, email, and remote connection tools.
- Accurately log and prioritise customer inquiries and issues on the Idox Customer Portal in accordance with the established Service Level Agreement.
- Investigate and resolve customer requests to their satisfaction, using telephone, email, and remote connections, as necessary.
- Efficiently prioritise and manage requests, updating them as needed, including information sourced externally.
- Assist in managing the team's shared mailbox and incoming calls, ensuring all emails and calls are responded to or appropriately redirected within 30 minutes of receipt.
- Support the handling of new emails or calls necessitating the logging of incident, service, and change requests on the Idox Customer Portal. Ensure these requests are logged, prioritised,

and allocated to a team member. Customers must be informed of their request reference number and provided with a link for access to the information held against that request. *

- Foster continuous improvement in service and knowledge by collaborating with colleagues to acquire and share insights and propose enhancements to the service.
- Install and configure software on customer systems as needed. **
- Perform additional duties as appropriate to the role.

*Customers are encouraged, where feasible to create support tickets independently via the Idox Customer Portal.

**Occasional assistance with project implementation/delivery may be required.

To be successful, you should bring:

- **Relevant Work Experience:** Applicants should possess a solid background in performing duties like those required in this role. This experience will ideally include handling similar responsibilities and tasks, displaying an ability to adapt and excel in a comparable work setting.
- **Prioritisation and Workload Management:** It is imperative that candidates demonstrate an exceptional ability to prioritise tasks effectively and manage their own workload independently. This skill ensures that they can deliver results efficiently, even under pressure or in a fast-paced environment, thereby contributing to the overall productivity of the team.
- **Communication Skills:** Proficient communication is crucial in this role. Candidates must be able to demonstrate that they can convey information clearly and succinctly to various stakeholders, including internal staff and external customers. Effective communication involves actively listening and providing feedback, ensuring that all parties are aligned and informed.
- **Computer Literacy:** A significant level of computer literacy is required. Candidates should be comfortable navigating various software and applications, which are integral to the role, to perform their duties efficiently and without supervision.
- **Technical Knowledge of Microsoft Products:** A deep understanding of Microsoft products is essential. This includes proficiency with Microsoft Internet Information Services (IIS), SQL databases, and the Microsoft Office suite. Such technical expertise enables candidates to manage and troubleshoot software-related tasks effectively and to leverage these tools to enhance productivity and performance.
- **Office Environment Experience:** While not mandatory, prior experience working in an office environment is considered advantageous. Such experience equips candidates with an understanding of office dynamics and protocols, facilitating smoother integration into the organizational culture and operations.

Overall, the ideal candidate will not only possess these skills and experiences but will also demonstrate the ability to apply them effectively in a professional setting, contributing to the success and growth of the organization.

Qualifications

- A minimum of three A Levels (English is desirable) at Grade C or higher.
- A degree or an equivalent professional qualification in Computer Science, Information Technology or related discipline preferred.
- An IT Infrastructure Library (ITIL) Certificate in IT Service Management at the Foundation level is desirable.

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>