

# Managed Services Analyst

Customer Services

Location: Theale, Reading

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## About the role

An office based role to provide high quality customer service, advice and support to Managed Service Customers. Perform and assist delivery teams in the configuration, deployment and upgrade of company software within the managed service environment. Monitor and maintain the hosted environment to ensure that the SLA's agreed with customers are hit. Constantly strive to improve the service given to customers through automated procedures and documentation.

## You would be responsible for;

- To develop and maintain up to date detailed knowledge of the Managed Service environment.
- Assist Project Management in specifying work packages to be delivered within the Managed Services Environment. Taking into account Server and storage requirements, product requirements and customer requirements to ensure the smooth delivery of projects.
- Work with Project Management and Delivery teams on issue logs generated out of projects dealing with items related to the deployment within the hosted environment.
- Assist delivery teams to perform work packages within the hosted environment advising on the nuances of hosted delivery and managing/making additional changes as needed.
- Own the rollout of scheduled upgrades/patches across all customers and maintain associated documentation including arranging suitable maintenance windows, specifying, delivering and testing the change.
- Assist the Head of Managed services to ensure project requests are in place so that all customers remain on supported versions within the remit of the customer's contract.
- Advise colleagues supporting the underlying hardware, OS and networking areas of the environment of changes needed to support projects taking place on idox so they can be scheduled efficiently.
- Design and implement solutions for implementing new or bespoke idox solutions within the hosting environment.
- Assist colleagues and customers in Disaster Recovery testing
- Respond, take ownership and resolve all Managed Service customer Incidents within the agreed SLA timescales
- Ensure all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's image is maintained to a high standard
- Log correctly and undertake change controls within the hosted environment
- Constantly review actions taken within the hosted environment for risk and impact on SLA's
- Perform lessons learnt to constantly improve service provision across the customer base
- Constantly assess work throughout the team for ideas on how things could be done more efficiently or with a better outcome for the customer
- Assist less experienced colleagues to develop their knowledge and experience.
- Assist in the generation of reporting information to provide to customers on their use of the system
- Monitor the hosted environment for issues and trends to assist in maintaining SLA's
- Follow and maintain documented procedures.

## Person Specification

### What would make someone successful in this role:

#### Knowledge:

- Strong software background, ideally in support or service delivery arena.
- Knowledge of SQL queries and database technologies, in particular MS SQL Server and/or Oracle is required.
- Experience in a range of the following is essential:
  - Windows Server and Client administration, 2008/Windows 7 upwards.
  - MS SQL Server and/or Oracle Database Administration
  - Citrix Configuration and application deployment
  - IIS and/or Apache web server administration.
  - Basic Networking as applicable to hosted environments
- Knowledge of the Idox's suite of software e.g. Uniform, TLC Public Access and DMS solutions from an application use perspective is highly desirable but not essential.
- Good working knowledge of MS Office applications.

#### Skills:

- Experience of working as part of a team within a busy customer driven environment
- Excellent diagnostic skills.
- Planning and organising: able to prioritise daily workload effectively.
- Planning and organising: able to organise and track multiple projects and priorities
- Excellent customer service skills.
- Excellent verbal and written communication skills.
- Excellent accuracy and attention to detail.
- The ability to understand new technologies and terminology quickly.
- Flexibility – able to take ownership of calls to ensure timely responses to customers.
- Confidence in dealing with challenging situations, and the ability to work under pressure to tight SLA's.
- Self motivated: able to use own initiative, working well in a team and individually.

#### Minimum entry criteria;

- Previous experience of working within a busy customer-focussed environment.
- Previous experience providing technical support to external or internal customers.
- Experience in software support of applications based on SQL/Oracle databases

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## About Idox

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture

and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs over 900 staff located in the UK, the USA, Canada, Europe, India and Australia. Idox has many offices across the Country and occasional travel may be required.

## The Benefits

This post commands a competitive salary along with an excellent benefits package.

## How to apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they 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 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 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 the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>