

Product Specialist, CAFM Explorer

Computer Aided Facilities Management Home based

About the role

Idox customers have outcomes they wish to achieve with our software that are relevant to their business. Similarly, Idox has strategic outcomes it wishes to achieve, to which the software and services we supply is key. The role of the Product Specialist is to apply expert knowledge of Idox products and understanding of their specialist domain, to ensure that both Idox **and** Idox customers achieve their goals through good design and implementation.

Computer Aided Facilities Management (CAFM™) is a solution suite of software tools which plan, manage and maintain the work of an organisation within a physical space and also the people involved in facilities management. Facility managers face a complex set of challenges from compliance, with statutory obligations, to the need for maximum asset utilization, controlling costs and streamlining supply. CAFM Explorer provides powerful tools to track, retrieve, analyse and report on all aspects of working life within a facility or portfolio of facilities.

As a Product Specialist you will come to know every detail about a given product or product set. You will be involved in the entire product life cycle - from conception through design and build and release, and on to sales and maintenance. You will work across the business with Sales, Development, Support and Delivery teams, and with a cross section of the customer base, to achieve this goal.

You would be responsible for:

Domain Knowledge:

- Build a body of expertise, in particular, in how Computer Aided Facilities Management (CAFM) supports Facilities Management as a function, and apply this to the benefit of Idox colleagues and customers, assisting sales and implementation
- Be the product expert for the CAFM Explorer product set within Idox.

Design and Development:

- Research and document customer requirements for approved projects
- Run product input or review sessions
- Translate requirements into a comprehensive functional specification.
- Liaise with Development Teams and Product Team staff during development life-cycles
- Support production of detailed designs, prototypes and QA test plans
- Creation of user documentation, guiding the specialist Documentation team
- Production of reference documentation for internal and external consumption.

Sales Support:

- Apply expert product knowledge, in particular, to achieve Sales team goals via supporting pre-sales activities, bids and presentations
- Oversee production of product specifications to ensure fitness for purpose
- Apply skills and knowledge to help configure demonstration systems and prototypes for Sales, assisting customers with visualisation/ appreciation of product benefits.

Coach, advise and consult:

- Lead CAFM product knowledge transfer from product design and development to colleagues and customers
- Educate, inform, train or otherwise help the delivery teams as required
- Present at user groups, other customer centric events and internal product awareness sessions, travelling where necessary.

Personal Specification

What would make someone successful in this role:

- 18 months or more experience, in a Facilities Management role with a CAFM product
- Experience as a system administrator for a CAFM system would be an advantage
- A broad knowledge of IT and its application in improving working practices.

Additional qualities useful in the role:

- Confidence in your ability to speak to all levels of users, including IT teams, Developers, Project/ Account managers and End users
- Strong listening / requirement gathering skills
- Ability to analyse requirements and propose solutions
- Strong communication skills including written, verbal and presentation outputs
- Ability to describe problems and solutions, ideas and concepts simply and clearly
- Able to work on multiple projects in parallel and prioritise competing demands effectively
- Accuracy and attention to detail
- Understanding of full product lifecycle
- Detailed knowledge of Idox products preferred.

About idox plc

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 c.900 staff located in the UK, the USA, Canada, Europe, India and Australia.

Idox has many offices across the Country and therefore travel will be required.

The Benefits

This post commands a competitive salary depending upon experience, 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.

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>