



Delivery Manager (Technical)

Public Sector Software Division

Location: Field based

About the role

Idox is seeking to appoint a Technical Delivery Manager within its Public Sector Software Division. This customer-facing role is field based, travelling to customer sites and company offices as required.

The role will initially be 100% focussed on the technical delivery of IDOX solutions to customers across the UK. It includes software installation and configuration, the management of implementations, consultancy, and customisation of systems to meet specific customer needs.

You would be responsible for:

- Assess, plan and organise the delivery of allocated work packages to meet agreed time, quality and financial budgets.
- Install, configure and customise idox software including ancillary products onto customer environments.
- Provide consultancy services to clients as part of project implementations and on-going development of the use of the company's software.
- Take ownership of assigned tasks as agreed with project managers and your line manager, and see them through to successful completion.
- Liaise closely with customers to ensure the company's software and services are implemented and used as effectively as possible.
- Familiarise customers with the software to demonstrate successful delivery and aid testing and acceptance.
- Liaise with Product Management and other areas of the business as required to request software enhancements and assure quality.
- 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.

Person Specification

What would make someone successful in this role:

- Previous experience delivering technical solutions and / or consultancy services to customers

Additional qualities required:

- Technical requirements include:
 - (Mandatory) Installation and configuration of Oracle databases
 - (Mandatory) Administration of Microsoft Operating systems including Windows Server
 - (Desirable) Specification of hardware environments
 - (Desirable) Knowledge of SQL Server installation and configuration
 - (Desirable) An understanding of current web technologies such as Apache and IIS.
 - (Desirable) Prior knowledge of the idox uniform product suite.
 - (Desirable) Knowledge of Unix/Linux operating systems
 - (Desirable) Knowledge of network architectures
 - (Desirable) Microsoft/Oracle accreditation
- Excellent technical troubleshooting abilities
- Experience of managing small projects, acting as main point of contact for customers, and managing risk and resources to ensure successful and timely completion
- Planning and organising - able to prioritise personal workload effectively and manage the delivery of tasks to time and budget
- Willingness to travel within the UK, possibly being away from home for up to four nights per week
- Ability to work effectively from home, at a customer site or in the office, unsupervised
- Ability to develop and maintain effective business relationships, and quickly gain the respect of customers
- Excellent communication skills - ability to listen, understand and present clear solutions to problems at a level appropriate to the customer's knowledge and experience, in writing, in person and over the phone
- Flexibility - able to respond to challenging demands and take on additional responsibilities as required.
- Ability to work in a team and also individually
- Ability to follow detailed instruction and interpret for given different environments

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>