

Support Analyst, German Speaking

Customer Success, Engineering Information Management (EIM)

UK, home or office based.

About the role

The Idox Group is an AIM-listed plc, a multinational company with a UK HQ and an international outlook. We build software for government and industry to work better and comply with regulations, and are market leaders, with our broad portfolio of products and providing services built on insight and honed with technological advances and smart applications. <https://www.idoxgroup.com>

For our Engineering Information Management team, we are looking for a software specialist, experienced in application support and customer service, able to inspire confidence in our clients and in our Idox colleagues. You should be confident in developing actively constructive relationships, and be accurate in capturing insight and conveying meaning between our teams and our customers, helping to diagnose problems and mobilise the right resources to fix them.

To apply for this Support Analyst role, you should enjoy working as part of a team and, as the role is predominantly customer facing, it is essential to have good communication skills and fluency in German and English (written and spoken). You will receive on-the-job coaching and will be encouraged to stretch yourself professionally. The role will be awarded strictly on merit and we hope to meet some forward-thinking candidates.

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 achieving key performance goals and targets for Idox. Applications are particularly welcome from excellent linguists with a genuine interest in technology and able to start quickly. Interviews available immediately for qualified candidates.

Key responsibilities:

- Respond to customers or partners support requests in a timely manner
- Log support calls into our tracking system and keep the call log up to date
- Investigate, reproduce, and suggest solutions to customers' problems
- Log product defects and change requests into the development tracking system
- Liaise between customers and Product/Development teams to ensure all queries are handled appropriately
- Create entries to the internal knowledge base on common issues
- Assist in testing new releases of products
- Assist other Product Support team members with customer escalations and Critical or Urgent Calls
- Provide support and training for new staff on the use of our products.

To be successful, you should bring:

- Written and verbal communication in German and English language is mandatory
- Technical support experience with excellent analytical skills is a requirement
- The ability to rapidly learn new products and systems
- Highly motivated and determined team player
- Clearly communicate technical issues and ideas to customers

- Basic understanding of one or more relational databases (Oracle, SQL Server)
- Basic understanding of Windows operating systems
- Basic understanding of IIS and other WebServer platforms
- FileNet, Documentum, or other Document Management software experience would be an advantage
- Experience in the use of CAD packages such as AutoCAD and MicroStation would be an advantage
- Enthusiasm for being part of a team, relishing working with customers and making the most of your excellent communication skills.

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 660 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>