



## Software Support Analyst, French Speaking

## Customer Success, Engineering Information Management (EIM)

Pune, 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 apps. <http://www.idoxgroup.com>.

In Pune, we are continuing to build an Indian hub, growing skilled teams of Customer Success specialists, Developers, QA Engineers and also Managed Services specialists. 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. We are aiming for year on year growth in Pune.

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 French 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.

### 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 customer's 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'll need to bring:**

**Idox. Do more.**

- Written and verbal communication in French and English language is mandatory
- Flexible working hours (core hours would be during US timezone).
- Technical support experience with excellent analytical skills
- The ability to rapidly learn new products and systems
- A highly motivated and determined attitude, as a team player
- The ability to communicate technical issues and ideas to customers, with a eye for detail
- Fundamental understanding of one or more relational databases (Oracle, SQL Server)
- Fundamental understanding of Windows operating systems
- An understanding of IIS and other WebServer platforms
- Experience with helpdesk tools within an ITIL environment.

## Desirable skills:

- 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.

---

## 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



### Family friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement. Idox offers excellent pay and leave benefits for parents and carers welcoming children.



### Community

You will have the opportunity to participate in community and local activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and support employees who choose to carry out volunteer work.



### Be heard

Our employee voice is a huge part of life at Idox. We have a number of employee initiatives which support our colleagues to make the most out of their role in Idox. From mental health support to regular CEO Broadcasts, we empower our people to have an impact across our organisation.



### Your development

The Idox mentor scheme helps pair you with experienced colleagues to help you achieve personal and professional growth. We also have leadership development and training opportunities to support your career progression.

## 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](mailto:join.us@idoxgroup.com)**

Please note successful applicants will need to satisfy the necessary background verification as a standard part of hiring process. 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 our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>