



Job Description

Facilities Maintenance Helpdesk Operator	Job Profile Code	JD-HDO-00/16 02 15
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Title: Facilities Maintenance Helpdesk Operator

Job Status: FULL TIME

Salary Grid: ----- **Code:** -----

Main Operational Responsibilities:

ORGANIZATIONAL FOCUS & SCOPE

- Have a full understanding of the Organization’s activities and services.

INSTRUCTIONAL FOCUS & SCOPE

- Allocate work orders to directly employed maintenance team and / or supply chain.
- Report back to clients and contract staff on job progress and completion – produce reports

EXECUTIVE FOCUS & SCOPE

- Log calls / jobs on the helpdesk database utilizing facilities management helpdesk software. Calls / jobs may be received by telephone, facsimile, email or in person.
- Track job progress against pre-determined KPI’s including maximum allowable response and rectification times and implementing escalation procedures.
- Operate paper based systems as necessary to compliment the operating software including back-up systems
- General administration duties as and when required
- Any other duties required to ensure an effective and efficient helpdesk service is delivered in accordance with the Organization’s Quality Control procedures.
- Depending on the client requirement, must be flexible enough to operate other computer-aided facilities management helpdesk software.

RESOURCES FOCUS & SCOPE

- Ensures that all company resources are being utilized efficiently minimizing waste.

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ETHICS / BEHAVIORAL FOCUS & SCOPE

- Be Discrete and Confidential.
- Respect all cultures in the Company.
- Remains neutral with regards to any Political and Religious affiliation.

Tools & Skills needed for the job:

- Strong IT and computer skills

Essential Educational Background & Experience:

- Demonstrate previous experience in a similar role or have proven strong administration skills.
- Previous work experience in the Facilities Maintenance industry.
- At least 2 years of Experience in Helpdesk systems software

Competencies' Prerequisites			
Soft		Domain/Technical	
Competencies Required	Level E	Competencies Required	Level E
COMMUNICATION			
LEADERSHIP			
DECISION MAKING & PROBLEM SOLVING			
CUSTOMER FOCUS			

Date of this Profile's Signature:

Profile Completed by:

Manager's Name:	Job Holder's Name:	HR Rep. Name:
Manager's Signature:	Job Holder's Signature:	HR Rep. Signature: