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Doc Ref: HR-01A REV1 16/2/2015

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Job Description

Facilities Maintenance Helpdesk Operator	Job Profile Code	JD-HDO-00/16 02 15
Facilities Maintenance Helpdesk Operator	Job Prome Coae	JD-HDO-00/10 02 15

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

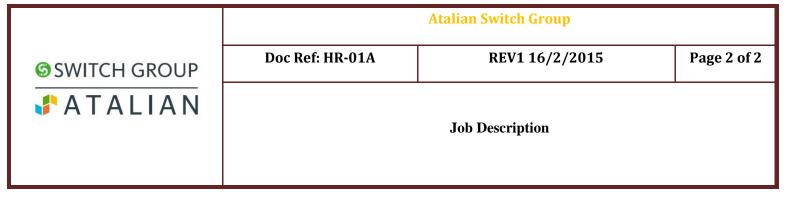
- Allocate work orders to directly employed maintenance team and / or supply chain.
- Report back to clients and contract staff on job progress and completion produce reports

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.



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

	Competen	cies' Prerequisites	
Soft	Domain/Technical		
Competencies Required	Level E	Competencies Required	Level E
COMMUNICATION		7	
LEADERSHIP			
DECISION MAKING & PROBLEM S			
CUSTOMER FOCUS			

Date of this	s Profile's Signatur	e:		

Profile Completed by:

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