

## **Helpdesk Operator** (based in Cape Town)

We have a vacancy for a Helpdesk Operator, to be based in **Cape Town**.

If you appreciate a company culture that encourages ownership, innovation and client delight, you will thrive in our diverse, driven team.

### **Position Summary**

Issue service requests via the Computer Aided Facilities Management System (CAFMS) and act as the link between the call centre and the Facilities Services, following up on all tasks.

### **Key Accountabilities / Principal Responsibilities:**

#### **Primary Duties**

##### **Logging of all requests for service:**

- Receive all help desk service requests from clients
- Ensure all calls, however received, are logged onto the CAFMS
- Receive and capture completed job cards from operations and submit for closing to project specific call center
- Ensure supporting documentation is included on all calls where applicable
- Provide standby services after hours

##### **Issuing of service requests to responsible parties:**

- Forward all tasks to the responsible parties
- Follow up to ensure the task was successfully allocated

##### **Follow up on all tasks:**

- Produce daily report on all requests logged on help desk for the Technician highlighting present status
- Ensure all completed tasks are closed
- Highlight incomplete tasks and drive for closure
- Follow up on outstanding issues
- Update task status for client information
- Report to on-site Technical Manager

**It should be noted that, for operational reasons, it may be necessary to perform tasks other than those described herein from time to time.**

**Prescribed procedures may be amended by management as and when required.**

## **Qualification Requirements and work-related experience**

- Grade 12
- Minimum 5 years' relevant helpdesk experience, with preference given to candidates who have at least 2 years' exposure to Facilities Management Computer literate (MSOffice)

## **People and Management Skill**

- Excellent literacy skills
- Good interpersonal relations
- Good communication skills
- Ability to work in a team
- Customer focused
- Good organisational skills and ability to prioritise tasks
- Ability to use initiative
- Adhere to deadlines and targets
- Ability to multi-skill
- Analytical and quick thinking
- Have a professional attitude
- Problem solving skills
- Self-motivated and work independently
- Take ownership of tasks
- Integrity
- Service orientated
- Take ownership of tasks

## **Key Result Areas:**

- Understand role of reporting to the business and client
- Understand role of ensuring output is aligned with business requirements
- Understand the importance of collaborating with various teams to ensure adherence to client processes and helpdesk procedures Understand that feedback and communication is critical to success

## **Additional Responsibilities and Skills:**

The employee acknowledges that all duties performed will reflect on the client and will thus act in a professional manner at all times. As AFMS Group operates as a service provider, all necessary steps need to be taken to ensure that the service has been delivered according to client requirements and to prescribed service levels.

**Interested? Submit your CV now.**

**All vacancies advertised by AFMS Group are in full adherence to South African labour legislation, including the Employment Equity Act, Labour Relations Act and Basic Conditions of Employment Act.**

**We strive to create an inclusive workplace that values diversity and welcomes applications from all qualified individuals, regardless of race, gender, disability, or any other protected characteristic.**

**Our recruitment process is fair and equitable, focusing on the qualifications, skills and experience that are relevant to each role. We ensure that all candidates are treated equally, and no discrimination will be tolerated.**

**By submitting your application, you consent to the processing of your personal information in accordance with the Protection of Personal Information Act 2014 (POPIA) for recruitment and hiring purposes.**

**Please note, relocation costs will not apply.**

**If you have not received a response within 30 days of the closing date, please consider your application unsuccessful. However, your information may be retained for future opportunities unless you request otherwise.**

**For information on AFMS Group, including more information on our company culture, visit our website at [www.afmsgroup.co.za](http://www.afmsgroup.co.za)**

**Applications to be addressed to Matthew Toontjies: [recruitment@fm-solutions.co.za](mailto:recruitment@fm-solutions.co.za)**

**Closing Date for applications: 20 April 2026, by 16h00**