
POSITION:	Help Desk Officer
REPORTS TO:	Coordinator – Help Desk
WORK LOCATION:	School Wide

PURPOSE:

Under the direction and supervision of the Help Desk Coordinator, the Help Desk Officer is primarily responsible in providing School Wide support to the JIS Community by providing face to face and phone based customer service to stakeholders. The Help Desk Officer is also responsible in managing work order requests to ensure correct priority is assigned to work orders and is dispatched to various internal teams for allocation to correct trades or contractors. This role places an emphasis on delivering quality customer service.

QUALIFICATIONS

1. Minimum Diploma Degree
2. Ability to speak, read and understand English
3. Proven similar work experience
4. Honest, friendly and self-motivated
5. Exceptional communications skills in both English Indonesian
6. Ability to maintain composure and customer-service focus in stressful situations
7. Problem solver
8. Proven ability to perform duties with minimum supervision
9. Flexibility in working with others in a variety of circumstances and is a team player
10. Undertakes works that will minimize property damage and loss
11. Undertakes works in a safe manner and has knowledge and awareness of safe working practices

DUTIES AND RESPONSIBILITIES

1. Receives requests for services from the customers; prioritizes activities in line with the agreed service levels; communicates work to appropriate internal stakeholders and teams; and tracks and monitors until completion.
2. Maintains Work Order logs and coordinates with internal departments to undertake the works or requests
3. Responds to in-bound technical calls from staff in an efficient, courteous and knowledgeable manner
4. Completes resolution of technical issues, including the assurance that escalated cases are addressed in an efficient and timely manner
5. Ability to work as part of the team and with a wide diversity of individuals; utilizes a variety of job-related equipment; and confident in making recommendations for solving problems that may be required to identify issues and recommend action plans
6. Advises the Facilities Manager and or Facilities team for any unresolved requests
7. Assists in monitoring and maintaining all open work orders
8. Ensures that all calls taken have been resolved, else an escalation has to be done and customer needs to be contacted
9. Contributes to team suggestions for improving help desk support processes
10. Coordinates with Custodian and Housekeeping teams
11. Assesses and analyzes every problem, studies the impact, advises on the proper supportive functions necessary, and recognizes the problem areas to gather the relevant information and to conduct a thorough research to diagnose the source or the root cause of the issue.
12. Analyzes impacts, prioritizes work request assessments, troubleshoots urgent request follow-ups with related departments, and tracks resolved work order results with requestors

13. Documents problems, troubleshoots steps and resolutions, communicates with requestors, and coordinates and supports cases until completion
14. Produces work order report on a weekly and monthly basis
15. Manages petty cash for Facilities Office operation purposes
16. Manages bi-Lock keys of all campuses
17. Performs other related duties and assures other responsibilities as assigned by the Helpdesk Coordinator

Builds Positive Interpersonal Relationships

- Promotes positive interactions and fosters a sense of identity and pride in JIS among students, parents, faculty, and colleagues
- Maintains an open attitude toward new ideas
- Collaborates with school wide teams and staff
- Establishes and maintains cooperative and positive working and team relationship with those involved in the course of work

Ongoing Professional Growth

- Continues to acquire new learning and reflects new learning and professional practice
- Shares in opportunities for in-service and workshop offerings
- Shares professional knowledge with other colleagues
- Sets goals for professional development, takes advantage of professional development opportunities.

Apply to: Human Resources Manager
 Email: recruitment@jisedu.or.id