

POSITION: Helpdesk Officer
REPORTS TO: Helpdesk Coordinator
CAMPUS: Cilandak/Facilities Office

PURPOSE

The Helpdesk Officer is responsible for providing efficient, professional, and effective technical support to the JIS community, focusing on Facilities-related inquiries, issues, and complaints. This role ensures that all facilities-related issues are resolved promptly, enabling smooth operations across the organization and contributing to a positive user experience for staff, students, and visitors

QUALIFICATIONS, EXPERIENCES & ATTRIBUTES

- Minimum Diploma 3 Degree
- Minimum of 3 years of work experience in a similar position
- Proficiency with helpdesk platforms and knowledge of basic IT systems
- Proficiency in both Bahasa Indonesia and English, both verbal and written
- Strong analytical and problem-solving abilities
- Experience handling inquiries, complaints, and customer feedback via phone, email, or in-person
- Ability to maintain composure and customer-service focus
- Flexibility and experience working effectively in team-based environments and liaising with other departments
- Ability to handle sensitive information with confidentiality
- Excellent communication and interpersonal skills
- Proven ability to perform duties with minimal supervision
- Willingness to work in a shift schedule, including weekends
- High level of integrity and ethical standards
- Experience maintaining a knowledge base or user FAQs to facilitate quicker issue resolution
- Clear commitment to Child Safeguarding

DUTIES AND RESPONSIBILITIES

Service Request Management

- Receive and respond to service requests related to facilities issues, including maintenance, repairs, and operational concerns, through multiple channels.
- Prioritize incoming requests based on urgency and ensure prompt action is taken.
- Provide first-line support for inquiries and issues, resolving standard problems directly or escalating complex issues to appropriate personnel.

Coordination with Maintenance Teams

- Dispatch maintenance requests to the appropriate internal teams or contractors for resolution.
- Track work orders from initiation to completion, ensuring timely and efficient resolution.
- Liaise with external contractors, ensuring work meets JIS standards and is completed on time.
- Communicate with the maintenance team to provide necessary details or clarification regarding requests.

Work Order Tracking and Documentation

- Maintain accurate records of all incoming requests, work order progress, and resolution details in tracking systems.
- Generate regular reports to track trends in service requests, monitor service efficiency, and identify areas for improvement.
- Ensure all work orders are properly documented, including task completion, timelines, and follow-up actions required.

Follow-up and Issue Resolution

- Monitor unresolved issues to ensure timely completion, and escalate delays to the appropriate parties in a prompt manner.
- Follow up with users to provide updates and ensure satisfaction with the resolution process.
- Maintain positive relationships with users by offering clear and professional service.

Escalation of Complex Issues

- Identify and escalate complex or high-priority issues to the Facilities Coordinator or higher-level support staff (e.g., Head of Facilities).
- Monitor the resolution process for escalated issues and ensure users are kept informed of progress until resolution.

Adherence to Procedures and Guidelines

- Follow service protocols, school standards, and regulatory requirements in managing service requests.
- Ensure compliance with safety protocols and operational procedures in all aspects of facilities management.

Professional Dispositions and Responsibilities

- Embrace and promote the JIS Learning Dispositions: Resilience, Resourcefulness, Relating, and Reflecting.
- Perform other related duties as assigned by Helpdesk Coordinator or the Head of Facilities.

TO APPLY

Interested candidates should apply directly by email to recruitment@jisedu.or.id.

Please submit the following materials as separate PDF attachments in one email:

- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

Our recruitment process includes:

- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.