Position Description

Vacancy Title: Helpdesk Officer
Location: Wailekutu
Reports To: Team Leader Incident Management (v 1.00)

Objective

Helpdesk Officer -Bizzxe Application support specialists are the go-to people for providing technical assistance and support related to computer systems, hardware, and software. They are responsible for answering queries and addressing system and user issues in a timely and professional manner. The role reports to the Chief Information Officer (CIO).

Outcomes

Organisational Stakeholders

1. Helpdesk Support Ensured

- Helpdesk managed and first level user support provided to internal customers
    - Help desk ticketing system managed on an accurate and timely basis
        - Tickets managed within agreed service level standards
        - Calls and requests logged and progress updated
        - Client feedback reviewed and changes to services implemented on an on-going basis
        - timely update provided to users and internal customers
    - Appropriate information regarding computer related problems gathered and communicated effectively
        - Make timely decisions about the most efficient solutions to issues
        - Coordinate with internal departments and external service providers to ensure solutions
        - Complex issues escalated to appropriate technicians
- Basic troubleshooting and 1st level support provided
    - Responding to IT service requests to resolve technical issues
    - Providing remote and in-person IT support to users.
        - Install, format and maintain desktop and laptop computers
        - Run repairs and replacements on computer hardware
        - Set up, test and troubleshoot local and remote wireless access and network connectivity
    - Technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
        - Assisting others in the proper and efficient use of computers and software.
        - User training
        - Bizzxe Support

2. Asset and Documentation Management

- IT Asset management support
    - Vendor list maintained.
    - Asset registers updated and maintained
    - Inventory register updated and maintained
        - Disposal documents and physical verifications
- Document Management
    - manage all forms/registers designed for ICT (Capex register,
    - Call List
    - Tender register
    - Vehicle mileage
    - Spares
    - Issues register
- ICT Folder and Shared drive updates
    - Checklists, Name and organize document on the ICT folder on the Qnap, Labeling and issuing equipment

3. Well Informed Management

- Preparation and submission of service and helpdesk reports
- Provision of Ad-hoc reports as required by CIO and reporting manger
- Incident management reports

4. Safe work environment promoted and ensured at all times.

- Compliance to Work place health and safety policies and procedures ensured
    - Adherence and Communication of Safety, Health and Environment to all team members are on an on going basis.
    - Occupational Health & Safety systems supported to promote zero workplace injury at all times
- Support Workplace hazards identification and elimination initiatives
- Workplace incidents and accidents reported in a timely manner

5. CJPatel Limited's values upheld and promoted at all times

- Collaborate with other teams for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
People	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Information Technology/Computing	
Desirable		
Degree	Computer Science and Information System	

Work Knowledge and Experience

Minimum one to two years IT Support or Helpdesk administration experience

Excellent phone etiquette, communication and customer service skills

Strong time management and documentation skills

Troubleshooting and multi tasking skills

Requirements

Language Proficiency

Excellent command of English

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	IT Team	
External		
	Suppliers	
	Contractors	
	Service Providers	

Attributes

Behavioural Styles	
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Interpersonal Styles	
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

Team Oriented	Enjoys being with others as part of a group or team.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Well organised	Controls tasks in a well thought out and critical manner.
Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Initiative	Takes action and makes decisions without the help or advice of other people.

How To Apply

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Contact for Enquiries

Contact Name: Human Resources Officer

Contact Email: careers@cjpatel.com.fj

Further Contact Information: --

Closing Date: 17 Oct 2026