



Sodexo Ireland



#JOB-2412810



Dublin , Dublin 7,



No of positions : 1



Paid Position



39 hours per week



36000.00 Euro Annually



22/09/2025



20/10/2025

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://www.sodexojobs.co.uk/jobs/job/Help-Desk-Administration/148134>



Open your camera app & point here to view this ad online



Help Desk Administration Assistant

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

We are looking for a proactive and professional Helpdesk Administrator to join our Administration team. You'll be the first point of contact for facilities management requests, supporting both our on-site teams and clients. This is a key role where excellent communication, organisation, and customer service skills are essential.

Duties to include -

Act as the first point of contact for facilities helpdesk queries.

Log, update, and close requests on our helpdesk system (CMMS).

Liaise with on-site FM, caretakers, and cleaning staff to ensure swift resolution of issues.

Manage work orders in line with contractual KPIs and SLAs.

Analyse reports and ensure requests are progressed on time.

Support monthly reporting, invoicing, payroll, and accounts administration.

Raise purchase orders and process supplier queries.

Assist with audits, meetings, and contract administration.

Provide general office and admin support as required.

Strong administration and customer service experience.

Proficient in Microsoft Office (Excel – advanced, Word, Outlook).

Previous experience in a similar helpdesk or office administration role.

Excellent communication skills and strong attention to detail.

Ability to prioritise, make decisions, and work well under pressure.

Confident in bookkeeping, accounts processing, and reporting.

A self-motivated, enthusiastic, and professional approach.

Be part of a supportive and collaborative administration team.

Varied role with opportunities to learn and develop new skills.

A chance to play an important role in delivering high-quality facilities management services.

- **Sector:** administrative and support service activities

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** No Qualification

(Desirable)

- **Ability Skills:** Administration, Communications, Computer Literacy, Customer Service
- **Competency Skills:** Problem Solving, Teamwork, Time Management, Working on own Initiative