



Sodexo Ireland



#JOB-2436329



Bishopstown, Cork, Co. Cork,



No of positions : 1



Paid Position



39 hours per week



35000.00 Euro Hourly



02/03/2026



30/03/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://www.sodexojobs.co.uk/jobs/helpdesk-administrator-in-bishopstown-cork.13695>



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



Helpdesk Administrator

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

About the role

Helpdesk Administrator

Location:

Bishopstown, Co. Cork, Ireland

Salary: €35,000 per annum plus Sodexo Benefits

Type: Permanent, Full-Time

Be the First Point of Contact

We are seeking a motivated, organised and proactive Helpdesk Administrator to join our Administration team. This is an exciting opportunity to play a key role in supporting our PPP contracts by delivering first-line helpdesk support and working closely with Facilities Management teams, site staff and clients.

If you thrive in a fast-paced environment, enjoy problem-solving and take pride in delivering excellent customer service, we would love to hear from you.

Key Responsibilities

Log, update and close requests on the helpdesk system

Issue tasks to relevant site personnel and ensure timely resolution

Liaise with site teams (FM, caretakers, cleaning staff) to resolve issues

Create, assign, prioritise and categorise work orders in line with KPIs and SLAs using CMMS software

Monitor and analyse open call reports to ensure contractual compliance

Assist in preparing monthly contract reports

Maintain and update accurate data records

Post invoices to the accounts system and ensure proper approval of costs

Process payroll (as required) and support time management systems

Address supplier queries and assist with month-end accounts

Raise purchase orders for goods and services

Provide audit support following internal and external reviews

Support Contract and Facilities Managers with day-to-day administration

Minute meetings and manage documentation

Undertake ad hoc administrative duties as required

What We're Looking For

Previous experience in a similar administrative or contract support role

Strong understanding of contracts, KPIs and service level agreements

Advanced Excel skills and proficiency in Outlook and Word

Excellent attention to detail and strong communication skills

Proven ability to work under pressure and meet deadlines

Strong customer service and organisational skills

Ability to use initiative, take ownership and solve problems effectively

Basic bookkeeping and accounts experience desirable.

Sodexo reserves the right to close this advert early if we are in receipt of a high number of applications

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

Career Level

- Entry Level

Candidate Requirements

(Essential)

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

(Desirable)

- **Ability Skills:** Administration, Interpersonal Skills
- **Competency Skills:** Collaboration, Teamwork