



Sodexo Ireland



#JOB-2461091



Co. Cork,



No of positions : 1



Paid Position



40 hours per week



36000.00 Euro Annually



31/07/2026



28/08/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Address:

<https://www.sodexojobs.co.uk/jobs/help-desk-administrator-in-cork.18845>



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



Help Desk 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

We're 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.

What You'll Do

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.

What We're Looking For

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.

- **Sector:** other service activities

Career Level

- Not Required

Candidate Requirements

(Essential)

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

(Desirable)

- **Ability Skills:** Administration, Analytical, Communications, Computer Literacy
- **Competency Skills:** Collaboration, Decision Making, Flexibility, Initiative