



iFM Limited is a company that delivers world class facilities management services to clients in Bermuda. iFM is seeking an ambitious, hard working and proactive Help Desk Administrator. The Help Desk Administrator is the first point of contact for customers and is responsible for administrative tasks related to customer calls and scheduling technicians as required to resolve issues.

## Help Desk Administrator

### Key Job Responsibilities:

- Answer incoming calls, emails, and in-person inquiries for services related to the function of the facility
- Maintain and operate JD Edwards software as directed; manage work orders; create and maintain equipment history database; manage inventory tracking module, purchasing module, etc.
- Create, organize and ensure completion of Preventative Maintenance work
- Coordinate Minor Works projects and ensure completion and all-party communication
- Post and validate all labour hours (time entry) by staff for payroll
- Receive and validate vendor invoices
- Post all inventory and material transactions
- Assist in creation, management and receipt of purchase orders
- Manage on-site routine filing system of sub contract data and maintenance records

### Key Job Requirements:

- Bermuda High School Certificate or equivalent
- Minimum of three (3) years experience in a customer-interfacing and work management position
- Knowledge of customer service best practices
- Good computer skills including basic proficiency with Windows OS and Microsoft Office
- Proficiency in JD Edwards software or equivalent would be considered an asset
- Excellent customer service skills
- Excellent verbal and written communications skills
- Strong organizational and time management skills
- Ability to multi-task efficiently and accurately and work with minimal supervision
- Must be willing to work rotating shifts as part of this 24/7 service provider

*iFM Limited is a drug and alcohol free environment, and as such, requires all successful applicants to successfully pass a pre-employment drug and alcohol screening prior to an offer of employment.*



**If your experience matches this role please forward your cover letter and resume to:**

Human Resources  
P.O. Box HM 1026, Hamilton HM DX  
E-mail: [recruitment@ifm.bm](mailto:recruitment@ifm.bm)

**Closing date:** Monday, November 10, 2014