Operations Helpdesk Administrator – Supplier Park Development Company (SOC) Ltd trading as AIDC, Rosslyn/Satellite Sites, Gauteng

The Supplier Park Development Company (SOC) Ltd trading as AIDC is a Government owned, public entity company established to provide support to the SA Automotive Industry in its drive for global competitiveness. It is a dynamic company that offers exciting career opportunities. The AIDC's success hinges on its human capital, and in the pursuit to realise its strategic objectives, the AIDC aims to recruit a **Operations Helpdesk Administrator** in the **Business Support Services Department** on a **Permanent Employment Contract** with three months' probation. The successful candidate will report directly to the **Business Support Services Manager.**

LOCATION: **Automotive Supplier Park AIDC Offices, Rosslyn and Satellite Sites**

DIVISION: **Business Support Services**

REMUNERATION: **TCOE R 294 396,48 per annum**

JOB GRADE : **B5**

PURPOSE OF THE ROLE

Log calls from end users (received via telephone or emails); issue the job card; dispatch the necessary people to address the issue; receive job card of completed work, and close the job and file the card.

KEY RESPONSIBILITIES

1. **Helpdesk Management**
   - Receives calls telephonically or via email
   - Captures all calls or enquiries received on the Helpdesk system and issues reference number
   - Assists callers with problem resolution (provides first line support)
   - Refers calls to specialists, supervisors and technicians
   - Retains record of references.
   - Monitors & reviews call status

2. **Job Card Management**
    - Ensures compliance with the Job Card (Work Order) process
    - Completes all the relevant fields on each Job Card
    - Ensures that adequate information has been captured in the description of work & materials used on each Job Card
    - Ensures Job Card is distributed to relevant contractors and technicians
    - Receives completed job cards, closes and files
    - Differentiate between normal and tenant recovery job cards, and forwards tenant recovery to Clerk of Works
    - Provides Managers with daily summary of Tickets
    - Provides Managers with weekly reports
3. **Administrative Duties**
    - System administration for helpdesk for example adds queues, users, products, etc.
    - Produces report of statistical data on call status
    - Maintains tidy workstation with updated filing trays
    - Maintenance team timesheets completed on a weekly basis (all 14)
    - Administrative support to the maintenance office
4. **Ad Hoc Support**
    - Small tasks i.e. moving boxes
    - Assists with maintenance duties on weekends when required.
    - Departmental Stationery and consumables ordering
    - Conduct proactive inspections to identify potential issues
    - Offer services to help handyman at the Nissan Academy

MINIMUM QUALIFICATION AND COMPETENCY REQUIREMENTS:

- A Martic Certificate/ Grade 12
- Minimum of 1 year of experience in a similar position.

AIDC is an equal opportunity employer. Appointment will be made in line with the organisation's Employment Equity policy. Only shortlisted candidates will be contacted.

Applications must be accompanied by a curriculum vitae, certified copies of qualifications and certified copies of identity documentation.

- Preference will be given to people with different abilities, women and previously disadvantaged individuals to promote Employment Equity within the group.
- Only shortlisted candidates will be contacted. If you have not heard from us within three months after the closing date, please regard your application as having been unsuccessful.

Applications should be addressed to **https://bit.ly/GGDAGroupRecruitment**

Enquiries should be addressed to **hrrecruitment@aidc.co.za**

The closing date for applications is **06 November 2026.**

"The Protection of Personal Information Act (POPIA) came into effect on 1 July 2021. The GGDA respects your privacy and is committed to keeping your personal information secure and confidential. The Group will ensure that in Processing an Applicant's or Employee's Personal Information, it will adhere to its obligations in terms of POPIA. By virtue of you applying for this position, you give The Group the consent to keep and or process your information as per POPIA