

CJ Patel Group is a diverse group of companies operating with over 90 years of history across a variety of industries all with the common goal of delivering world-class products and services. The CJP Group controls operations of over 13 different companies using a variety of ownership model from joint ventures to wholly owned subsidiaries. With the head office in Suva, CJ Patel Group has extended manufacturing, sales, distribution, and service businesses in Fiji with renowned brands and products and significant exports to several countries and other regional markets such as New Zealand, East Timor, Vanuatu, Kiribati, Tonga, Samoa and Papua New Guinea.



HELPDESK OFFICER

Role Description:

We are currently seeking to recruit a **Helpdesk Officer** to join our IT team based in **Lami**. The primary objective of the department is to provide first-line IT support and technical assistance to end users across the Group, ensuring timely resolution of incidents and service requests while supporting the reliable operation of IT systems, devices, and business applications.

- Provide remote and in-person IT helpdesk and first level user support.
- Respond to IT service requests to resolve technical issues.
- Provide technical support to users by answering questions, troubleshooting problems.
- Manage online helpdesk ticket system, log requests and provide progress updates.
- Prioritize customer satisfaction in all communications, directing unresolved issues to next level personnel.
- Coordinate with internal departments and external service providers to ensure solutions.
- Update and manage IT assets and documentation registers.

Qualifications & Requirements:

- Tertiary qualification in Information Systems/Computer Science or related field from a reputable institution.
- Minimum one to two years IT Support or Helpdesk administration experience
- Excellent phone etiquette, communication, and customer service skills
- Strong time management and documentation skills
- Troubleshooting and multi-tasking skills
- Technical skills and knowledge of Microsoft 365, Windows operating systems and networking is desirable.
- A valid driver's license will be an added advantage.

Remuneration:

An attractive remuneration package will be offered to the successful candidate to commensurate with qualification and experience. All applications will be kept strictly confident.

How to apply:

Interested candidates who meet the above criteria can apply online via below link or QR:

<https://jobs.hrmonise.com/details/5064/cjpatel-itdept/helpdesk-officer>



Applications can also be emailed to below address with the subject "**Vacancy - "Helpdesk Officer"**" to Email: careers@cjpatel.com.fj

For more information about the group visit our website: <https://www.cjpatel.com.fj>