
	LANSERIA INTERNATIONAL AIRPORT JOB ADVERT TEMPLATE	Doc No: HR-FOR-021
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VACANCY IT DEPARTMENT

An opportunity has become available for a **Help Desk & Office Coordinator** to report to the **IT Manager**.
The successful incumbent will be based at Lanseria International Airport.

AREAS OF RESPONSIBILITY AND REQUIREMENTS INCLUDE, BUT ARE NOT LIMITED TO

- Coordinate and manage the IT Helpdesk system, ensuring all IT incidents and service requests are accurately logged, assigned, tracked, updated, and resolved within agreed service levels.
- Monitor high-priority IT incidents and follow up with IT administrators and service providers to ensure timely resolution and escalation where required.
- Support the IT department in achieving agreed Mean Time to Respond (MTR) and Mean Time to Repair (MTTR) targets through effective ticket management and reporting.
- Prepare daily, weekly, and monthly helpdesk and task management reports, including ticket volumes, trends, response times, and performance metrics.
- Manage and support the IT task and work management platform, ensuring accurate task capture, monitoring of deadlines, and reporting on completion and overdue items.
- Provide user support, guidance, and basic training to staff and departments on the use of the helpdesk and task management systems.
- Maintain accurate records to support internal and external audits, including regulatory and aviation compliance audits.
- Provide administrative coordination support to the IT Department, ensuring smooth day-to-day operations.
- Maintain IT departmental documentation, filing systems, records, and reports.
- Assist with monitoring and tracking the IT department budget, assets, and procurement activities.
- Manage IT asset records, including asset tagging, warranties, lifecycle status, and inventory control.
- Oversee the IT storeroom, stock levels, and issuing of IT equipment and consumables.
- Assist with the management of IT department vehicles, including usage records and maintenance documentation.
- Support tenant IT services administration, including fibre and IT service billing, contract tracking, renewals, and monthly revenue reporting.
- Coordinate IT staff training records, ensuring compulsory training is scheduled, completed, tracked, and compliant with airport requirements.
- Manage IT staff clocking, attendance, leave, standby, and overtime records and submit reports to HR.
- Provide general administrative and operational support to the IT Manager and IT staff as required.
- Stand in for either function (Helpdesk or Office Coordination) during periods of absence or high workload to ensure continuity of IT services.

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PRIMARY QUALIFICATIONS, SKILLS & EXPERIENCE

- Grade 12 qualification (mandatory).
- Minimum of 1 year's experience in an IT support, helpdesk, office coordination, or similar administrative role.
- ITIL or equivalent IT service management qualification (advantageous).
- Office Administration certification or equivalent experience (advantageous).
- Solid understanding of IT support environments, basic IT infrastructure concepts, and service desk operations.
- Proficiency in Microsoft Word, Excel, PowerPoint, and reporting tools.
- Experience working with helpdesk, ticketing, task management, or asset management systems.
- Exposure to budgeting, asset tracking, billing, or contract administration will be beneficial.
- Experience working in a regulated or compliance-driven environment will be advantageous.
- Must have a valid South African ID.

PRIMARY COMPETENCIES & REQUIREMENTS

- Strong organisational and coordination skills with the ability to manage multiple tasks, priorities, and deadlines.
- High attention to detail and accuracy in record-keeping, reporting, and documentation.
- Good analytical and problem-solving skills, with the ability to identify trends and areas for improvement.
- Effective written and verbal communication skills, with the ability to liaise professionally with internal departments, service providers, and tenants.
- Customer-service-oriented approach with the ability to manage expectations and handle queries professionally.
- Ability to work independently while also supporting a team environment.
- Strong sense of professionalism, confidentiality, and integrity when handling IT, financial, HR, and tenant information.
- Ability to adapt to changing operational requirements and take initiative where required.
- Willingness to provide cross-functional support within the IT Department to ensure service continuity.

APPLICATIONS

Applications with a covering shortened CV must be submitted to careers@lanseria.co.za by the closing date of 02 of February 2026.

Internal and external candidates will be considered. No late applications will be accepted.

Should candidates not be notified of the outcome of their applications within 10 business days of closing date, they should please regard their applications as unsuccessful.

Lanseria International Airport is an equal opportunity and affirmative action employer.