



WE ARE HIRING

Join Our Team



Departures



Arrivals

IT HELP DESK SUPPORT
SPECIALIST

For more information, visit our web at

ABOUT THE OPPERTUNITY

Position: IT Help Desk Support Specialist

Location: South Africa

Position Type: Full-time, Entry-level

Department: Information Technology

Reporting To: IT Service Desk Manager

Closing Date: 29 August 2025

- Be the Frontline of Technology Support at Our Expanding Airport
- As the Airport prepares for its exciting transformation from Category 2 to Category 5 status, we're seeking a customer-focused IT Help Desk Support Specialist to join our growing team.
- This role is perfect for tech-savvy professionals who thrive in fast-paced environments and want to be part of South Africa's aviation future.

Send your CV and portfolio to:

✉ careers@africaskyairportsgroup.com

For more information, visit our website at

🌐 www.africaskyairportsgroup.com

APPLY NOW

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IT HELP DESK SUPPORT SPECIALIST

KEY RESPONSIBILITIES

- 1. Technical Support
- Provide first-line IT support for 150+ airport staff
- Troubleshoot 100+ weekly tickets covering:
- Windows/Mac OS issues
- Office 365 applications
- Airport-specific systems (FIDS, BRS)
- Hardware/peripheral problems
- Maintain 85% first-call resolution rate
- 2. User Account Management
- Process new hire onboarding/off boarding in Active Directory
- Reset passwords following strict security protocols
- Maintain 100% accuracy in access provisioning
- 3. System Monitoring
- Escalate critical system alerts to engineering teams
- Document outage impacts for major incidents
- Update knowledge base articles

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KEY RESPONSIBILITIES

- 4. Customer Service Excellence
- Deliver friendly, patient support in high-pressure environment
- Achieve 90%+ satisfaction scores in user surveys
- Conduct basic staff training sessions
- 5. Upgrade Project Support
- Assist with device rollout for Category 5 expansion
- Help test new systems before deployment
- Provide feedback on user experience improvements

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QUALIFICATIONS & EXPERIENCE

- Experience:
- 2+ years in help desk/technical support role
- Experience in 24/7 operations environment (preferred)
- Familiarity with:
- Service desk ticketing systems
- Remote support tools
- Mobile device management
- Technical Skills:
- Strong troubleshooting skills
- Basic Active Directory knowledge
- Understanding of network fundamentals

DESIRED SKILLS

- Soft Skills:
- Excellent communication (English + 1 local language)
- Patience with non-technical users
- Ability to work shifts (including weekends)

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WHY JOIN US?

- Gain exposure to aviation-specific IT systems
- R25,000 annual training budget
- Clear path to senior support roles
- Be part of South Africa's aviation growth story

HOW TO APPLY

- Interested candidates should submit their CV, cover letter, and relevant certifications to (careers@africaskyairportsgroup.com) with the subject line ('IT Help Desk Support Specialist Application')
- Application Deadline: **29 August 2025**
- Join us in redefining excellence in aviation!
- Africa Sky Airports Group is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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