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## CAFM Operator

### Description

CAFM operator to perform clerical duties operating the Computer Aided Facilities Management(CAFM) Software or Computerised Maintenance Management Systems (CMMS) and create and maintain accurate data records for facilities with proper updates of the task executed within the premises.

### Responsibilities

CAFM Operation is responsible for Workload Monitoring, Planning & Scheduling along with CAFM/CMMS Systems Support. They must but not limited to:

#### Workload Monitoring, Planning & Scheduling:

- Familiarity with IBM Maximo system application.
- In-depth knowledge of maintenance strategy such as reactive, preventive, corrective, predictive, statutory, drills, etc.
- To continuously monitor the call list on CAFM for incoming work requests and ensure that :-
  - The Service Level Agreement (SLA) priority assigned by the Helpdesk is justifiable, given the work content details, and change if required.
  - The work content details give sufficient information for the work to be effectively carried out.
  - Duplicate work requests are eliminated, where possible.
  - Work Orders are created from Call requests.
- To continuously monitor the work order list on the Computer Aided Facilities Management(CAFM) system ensuring that:
  - Work Orders are batched into skill and location groups to ensure the most effective and efficient service
  - delivery that helps achieve the KPI priorities and SLA timelines set against each job is attained.
  - The Maintenance Operatives have a manageable number of Work Orders to sustain their workflow rate, while not overloading.
  - The Maintenance Operatives give an acceptable level of feedback, on rectification actions taken or any problems/issues they encounter which could be useful in future fault rectification.
- To review on a regular basis Work Orders those has been suspended and ensure that the reason for their suspension is identified in the relevant section of the Work Order record on CAFM.
- To monitor and progress (via third parties in some cases) the actions on suspended Work Orders to a successful completion.
- Co-ordinate the transfer of Work Orders between skill sets and shifts to effective completion within KPIs and SLAs.
- Co-ordinate Stores requirements to ensure timely ordering, delivery and issuing of spares and materials to ensure KPIs are met, progressing and chasing overdue items.
- Arrange access with clients when required and reschedule Work Orders to suit.
- Monitor PPM workloads and issue to ensure that they are completed on a priority basis, with statutory being highest, ensuring that if all are completed by due dates.

### Hiring organization

Farnek Services LLC

### Industry

Facilities Management

### Date posted

02/22/2024

- Monitor the PPM workloads to ensure that any non-priority work which is missed during the month is identified
- Inform Clients of schedule PPM works which could be disruptive to their service delivery.
- Ensure that Work Orders are raised to cover any remedial actions identified on PPM work, both in-house and contractor.

**CAFM/CMMS Systems Support:**

- Ensure that the Asset Register is up to date regarding additions, deletions and changes, in particular those created through New Works
- Ensure all assets are assigned to their correct location and data field sets.
- The relevant maintenance plans are applied to assets as defined.
- The correct task descriptions are linked to all maintenance plans as defined
- All work carried out by in-house staff and Contractors, for both planned maintenance and reactive, is recorded against the appropriate asset and that all spares and materials used are recorded against the correct asset.
- All Staff resource lists are kept up to date on the CAFM Systems.

**Requirements**

- Previous experience working as an CAFM operator.
- In-depth knowledge of various maintenance strategy.
- Familiarity with IBM Maximo system application.
- Excellent troubleshooting skills.
- A keen eye for detail.
- Good communication and interpersonal skills.
- Flexibility to work long shifts and overnight

**Contacts**

**Send your cv to : [recruitment@farnek.com](mailto:recruitment@farnek.com)**