



HELPDESK ANALYST. VILNIUS, LITHUANIA

We are looking for a proactive and service-minded Service Desk Agent/Helpdesk analyst to join our growing support team. In this role, you will be the first point of contact for users working with our core product — a specialized MRO ERP system developed for the aviation industry. This is an excellent opportunity to build deep domain knowledge in both IT and aviation, while contributing to a dynamic and supportive environment.

Main responsibilities:

- Act as the first-line support for users of the MRO ERP system, responding to queries via email, phone, or our ticketing platform (Jira).
- Investigate and resolve technical and functional issues related to the MRO software platform.
- Log, track, and prioritize incidents and requests in the Jira Service Desk system.
- Escalate complex or unresolved issues to second-level support or development teams, ensuring clear documentation and communication.
- Assist with user onboarding, account setup, access rights, and basic system configurations.
- Collaborate with cross-functional teams (development, implementation, product) to ensure customer satisfaction and continuous improvement.
- Maintain internal knowledge base and user-facing documentation to support learning and issue resolution.

What You'll Be Working With:

- MRO ERP software tailored for aviation maintenance and operations.
- Jira for ticket management, tracking, and internal collaboration.
- Standard tools and platforms (Microsoft 365, system access management).
- Aviation-specific workflows and terminology, which you will gradually learn and master.

What We're Looking For:

- Previous experience in IT support, service desk, or helpdesk roles is a plus.
- Interest in aviation, technology, and software systems.
- Strong problem-solving and communication skills.
- Basic understanding of system troubleshooting (accounts, access, software issues).
- Experience with Jira or similar ticketing systems is an advantage.
- English proficiency (spoken and written); additional languages are a plus.
- Eagerness to learn and grow in a supportive and fast-paced environment.

Why Join Us:

- Be part of a company building solutions for the aviation industry.
- Gain hands-on experience with real-world MRO operations and software used by leading aviation companies.

- Clear career development path into technical, product, or implementation roles.
- Supportive team and structured onboarding to help you succeed.
- Competitive compensation and benefits.

Salary: from 1870 € (brutto)

Sensus AERO is an IT company that creates smart tools for aviation business management. Sensus AERO products fall into two categories of ERP (enterprise resource planning) software for the management of MRO and Ground Handling/Airport business lines and operations.