IT ADMINISTRATOR. TAGUIG, PHILIPPINES (THE)

Join Our Team as an **IT Administrator**!

Are you ready to elevate your career in the aviation industry?

Avia Solutions Group Global Services Philippines is on the lookout for **IT Administrator** to support **Avion Express,** the largest narrow-body ACMI (Aircraft, Crew, Maintenance, Insurance) operator in the world.

Reporting to Avion Express, this role will be based in the ASG Global Services Philippines office in BGC, Taguig City, working in a hybrid setup aligned with the EMEA or Oceania / Asia Pacific time zone.

* Upon starting work, you will be required to align your schedule with the Eastern European time zone throughout the training/orientation period.

** This role will follow a rolling shift schedule consisting of four (4) consecutive workdays followed by two (2) days off. The rotation includes weekends, public holidays, and special non-working days. Flexibility to work beyond the standard schedule may occasionally be required, depending on operational needs. Additional work will be managed in accordance with company policy and local labor regulations.

About the company

A proud member of Avia Solutions Group, **Avion Express** provides top-level short and long-term aircraft wet-leasing (ACMI) solutions and offers its clients aircraft on a charter basis. The company operates its Airbus A320 family aircraft fleet across Europe, as well as Africa, South America, and the Asia-Pacific region.

The parent company, Avia Solutions Group, is the leading aviation business group, operating across all continents with offices in Ireland, USA, Asia Pacific, UAE, Lithuania, South Africa, and Australia. Backed by 14 000 highly skilled aviation professionals, the group is the largest global ACMI provider, operating a fleet of more than 220 aircraft. The group also provides various aviation services such as MRO (Maintenance, Repair, and Overhaul), pilots and crew training, ground handling, and other interconnected solutions.

Key Responsibilities

- Oversee Incident, Change, Asset, and Problem Management
- Troubleshoot and resolve technical issues: hardware, Windows operating system, application, phone, iPad, and conference room equipment
- Provide internal user support and consultation globally
- Support core applications:
    - User Management
    - Standard settings setup

- Administration tasks

- Prepare and configure IT workplaces and accounts globally
- Administrate user access in various company systems
- Ensure adherence to IT Security policies

What We're Looking For

- More than 1 year experience in a similar role
- Strong knowledge of Windows Operating Systems, Hardware troubleshooting, and common enterprise applications
- Hands-on experience in managing users and groups in Azure Active Directory
- Experience with Microsoft Intune for device management and policy enforcement
- Excellent English language skills, both written and spoken
- Excellent communication skills
- Service delivery process knowledge
- Experience in SharePoint or a similar platform will be an advantage
- Basic understanding of Networking, Hardware, and ITIL
- Experience in using Jira

The benefits of being part of our team:

- Be part of a global aviation leader recognized for excellence and employee well-being.
- Work in a hybrid setup with a truly international, collaborative, and forward-thinking team.
- Grow professionally in a challenging and fulfilling role within the aviation industry.
- Your contributions will be valued and rewarded, with competitive compensation and employee benefit programs.

A remote workforce service centre supporting Avia Solutions Group's ACMI airlines and MROs worldwide.