



IT APPLICATION SUPPORT. TAGUIG, PHILIPPINES (THE)

Avia Solutions Group (ASG) Global Services Philippines is looking for an **IT Application Support** to contribute to the operations of **Chapman Freeborn International**.

This position is based in the ASG Global Services Philippines office in BGC, Taguig, under a hybrid setup and working on EMEA Time Zone.

Chapman Freeborn International is a multi-award winning, global specialist in aircraft charter and aviation support, renowned for its innovation, expertise, and professionalism. Founded in 1973, bringing over 52 years of experience in providing tailored air charter solutions for both passenger and cargo transport.

Role Overview:

As an **IT Application Support**, you will play a key role in ensuring business applications run smoothly and meet evolving user needs across global teams. This position bridges technology and operations by enhancing user experience, promoting self-service, and contributing to continuous system improvement. It's ideal for someone who thrives in a collaborative environment and enjoys solving problems with empathy and precision.

Key Responsibilities:

- Provide first and second-level support for Microsoft Dynamics 365 (Sales) across global teams.
- Troubleshoot and resolve application issues, escalating to third-level support or vendors when needed.
- Support additional enterprise applications such as ERP, CRM, HRIS, or custom tools.
- Collaborate with cross-functional teams to align application functionality with business processes.
- Document support processes, FAQs, and user guides to enhance self-service and knowledge sharing.
- Identify system improvement opportunities and relay them to project teams.

What we are looking for:

- Having at least 2 years of proven experience in application support.
- Strong expertise in Microsoft Dynamics 365, including configuration, navigation, and user support.
- Experience supporting enterprise applications (ERP, CRM, HRIS, or similar).
- Ability to analyze and troubleshoot technical issues effectively and efficiently.
- Experience working in global, cross-cultural teams and supporting remote users.

The Benefits of being part of our Team:

- Work and grow in a global charter and aviation support organization
- Join an inclusive work environment and dynamic team where your insights are valued, and innovation drives success.

- Benefit from a flexible work environment and comprehensive perks that support your personal and professional well-being.
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A remote workforce service centre supporting Avia Solutions Group's ACMI airlines and MROs worldwide.