



IT PARTNER. VILNIUS, LITHUANIA

Avia Solutions Group is the leading aviation business group, operating across all the continents with offices in Ireland, USA, Asia Pacific, UAE, Lithuania, South Africa, Australia. Backed by 11,500 highly skilled aviation professionals, the group is the largest global ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating around 214 aircraft fleet. The Group also provides various aviation services such as MRO (maintenance, repair, and overhaul), pilots and crew training, ground handling and other interconnected solutions.

We are looking for a strategic and collaborative **IT Partner** to join our IT Governance, Service Management and General Controls (ITGC) team. The IT Partner will play a crucial role in managing vendor relationships, overseeing billing process for cyber security and IT services, and ensuring the alignment of vendor performance with business objectives. This role will work closely with IT management, internal teams, subsidiaries and external vendors to drive operational excellence and cost efficiency.

Key Responsibilities:

- Build and maintain strong, strategic relationships with key IT and cyber security vendors.
- Collaborate internally and with subsidiaries worldwide to ensure alignment with the organization's goals, performance expectations, and contractual obligations.
- Oversee vendor contracts, negotiate terms, and manage renewals.
- Monitor ITSM performance, including SLAs, KPIs, and compliance with security standards.
- Prepare progress and performance updates and reports to department manager.
- Manage the billing process, ensuring accurate and timely invoicing for IT and cyber security services.
- Work with finance and procurement teams to ensure budget adherence and optimize cost management.
- Introduce if missing and ensure internal IT General Controls are in place and are effective, supporting audits and regulatory requirements.
- Partner with the IT and Cyber Security GRC teams to identify areas for improvement in vendor and billing management processes.
- Track and report on internal KPIs, OKRs and vendor-related metrics and financial performance.
- Initiate improvements and LEAN initiatives.

Required Qualifications:

- Bachelor's degree in IT, Business, Finance, or a related field.
- 5+ years of experience in ITGC, finance controlling, IT vendor management, procurement, or a similar role.
- Strong understanding of IT services, cyber security solutions, and related billing processes.
- Proficiency in overseeing budgeting, planning, and resource allocation.

- Proficiency in reporting and dashboarding tools to monitor SLAs, KPIs, and ITSM performance.
- Strong knowledge of change management and stakeholder engagement strategies
- Excellent negotiation, communication, and collaboration skills.
- Experience with internal control frameworks and regulatory compliance.
- Ability to work in a cross-functional team global environment and influence stakeholders at all levels.

Preferred Qualifications:

- Experience working in IT Governance, auditing, business controlling or a similar in an enterprise environment.
- Experience working with ITSM, planning tools such as Jira Service Management.
- Relevant certifications (e.g., ITIL, CISA, CRISC, TOGAF).
- Strong project management, planning skills and ability to handle multiple vendors and services simultaneously.

What we offer:

- Opportunity to work in a vibrant international and ever-growing business aviation environment;
- Opportunities for professional and personal growth; foreign language trainings;
- Remote/hybrid work possibilities;
- Workcation model;
- Attractive salary and compensation package;
- Private health insurance;
- Gym, pool tables for your physical health and Mindletic for mental health with 5 psychological consultations;
- Children's room where you can leave your kids to play with supervision;
- Work in first of its kind office building with real aircraft inside;
- In-house canteen;
- Free parking or Public transport ticket;
- Electrical cars charging spots near the office;
- Discounts and special offers from various partners.

Salary from 4900 Eur - 6550 Eur including taxes, the final salary range is agreed depending on the experience of the candidate.

Salary: from 4900 € to 6550 € (brutto)

Avia Solutions Group is the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, with a fleet of 220 aircraft. The group also provides a range of aviation services including MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated services. Supported by 14,000 highly skilled aviation professionals, the group operates worldwide.