



SERVICE DESK / IT SUPPORT (PUNTA CANA). PUNTA CANA, DOMINICAN REPUBLIC (THE)

ABOUT COMPANY:

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. FL Technics operates in a vast network of representative offices, hangars, and shop facilities, as well as the largest independent line maintenance stations network across Europe, Asia Pacific, Africa, the Middle East, and Canada.

FL Technics is part of Avia Solutions Group, the world's largest ACMI provider, operating a fleet of 192 passenger and cargo aircraft worldwide.

YOUR TASKS:

- Act as the first point of contact for customers, responding to questions, incidents, and requests through Jira Service Desk, email, and other communication channels.
- Investigate and troubleshoot functional and technical issues related to the MRO ERP system, identifying possible root causes and resolving requests whenever possible.
- Log, prioritize, track, and follow up on incidents and requests, escalating complex issues to Product and Development teams with clear information and reproduction steps.
- Coordinate solutions with Development, Product, Implementation, and other internal teams, keeping customers informed throughout the resolution process.
- Support user onboarding, account setup, access rights, permissions, and basic system configuration, while maintaining and improving knowledge base documentation.
- Participate in product testing, including functional, regression, integration, and exploratory testing, and help identify opportunities to improve the product and processes.

WHAT YOU SHOULD BRING:

- Previous experience in Service Desk, Helpdesk, IT Support, Application Support, or a similar customer-facing technical role is an advantage.
- Strong communication and customer service skills, combined with good analytical and problem-solving abilities.
- Basic understanding of system troubleshooting, including user accounts, access, configuration, and software issues.
- Experience with Jira or another ticket management system is an advantage; knowledge of Xray, Postman, APIs, or browser Developer Tools is a plus.
- Interest in aviation, technology, and ERP systems, with the ability to investigate issues systematically and take ownership.
- Fluent English, both written and spoken, and a strong willingness to learn and continuously develop technical and product knowledge.

WORKING AT FL TECHNICS:

- Exclusive experience in the aviation business industry;
- Access to internal training and courses;
- Supporting and cheering for your success team;
- Opportunities to grow your technical and product knowledge;
- The opportunity to work with an innovative MRO ERP product and contribute to improving customer experience;
- Competitive salary range, final offer will be proposed based on your experience and competencies.

Seize this opportunity to soar to new heights with FL Technics! Apply now and be part of a globally acclaimed team shaping the future of aviation.

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. With more than 2500 employees FL Technics operates in a vast network of representative offices, hangars, and shop facilities, as well as the largest independent line maintenance stations network across Europe, Asia Pacific, Africa, the Middle East, and Canada.