



## **IT ADMINISTRATOR - FOR POOLING. TAGUIG, PHILIPPINES (THE)**

**Avia Solutions Group Global Services Philippines** is on the lookout for **IT Administrator** for pooling.

**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.**

### **About the 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:**

- Contribute to meaningful projects that shape the future, allowing you to grow professionally while making a real difference.
- Be part of a collaborative and inclusive environment where your ideas are valued, and innovation takes center stage.
- Benefit from personalized learning pathways, dedicated mentorship, and a clear trajectory for career advancement.
- Enjoy a flexible work culture and comprehensive benefits that support both your personal and professional well-being.
- Your efforts will be celebrated through competitive compensation and employee recognition programs designed to highlight your contributions.

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