ITSM SYSTEMS ADMINISTRATOR. VILNIUS, LITHUANIA

Avia Solutions Group is the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of more than 200 aircraft worldwide and the parent company of over 250 subsidiaries. The group offers a wide range of aviation solutions, including MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, and other related aviation services. Supported by 14,000 highly skilled aviation professionals, the group operates across 6 continents.

We offer work in the Digital Technologies (IT) department, acting as an central unit for managing strategic, innovation and IT projects and programs. Our department provides services to subsidiary companies related to IT Governance & Management, IT Service Delivery, IT infrastructure services, workplace IT support and ServiceDesk, Enterprise Applications (Digital IT Solutions, ERP), Cybersecurity.

We are currently seeking an IT Administrator to ensure the effective operation, configuration, maintenance, and ongoing development of our IT service management systems, including Atlassian Jira Software and Ivanti Neurons for ITSM. This role also involves managing ITSM reporting tools built on Qlik Sense and Power BI, aligning them with the evolving needs of the company.

Responsibilities:

Functionality assurance

- Ensure the reliable operation and high-quality maintenance of ITSM systems, including user access and permissions, automation tasks, plugin functionality, and overall system performance.
- Promptly troubleshoot and resolve system issues, identify root causes, and provide technical support in line with service quality standards.

Continuous improvement

- Implement development requests, including configuration changes, workflow updates, dashboard/report enhancements, and other system improvements.
- Plan, develop, and execute integrations between ITSM systems and other platforms.
- Take ownership of assigned business areas by analyzing current processes, proposing enhancements, and implementing solutions to improve operational efficiency.
- Collaborate with cross-functional teams to ensure systems align with business needs and are utilized effectively.
- Design and enhance reports based on system data, ensuring accurate and insightful information is available through Qlik Sense and Power BI.

Knowledge and awareness assurance

- Train and support users to ensure effective and confident use of ITSM systems.
- Maintain and update system documentation, ensuring clarity and accessibility for all users.

Requirements:

Educational Background:

- Bachelor's degree or higher in computer science, Information Technology, or a related field.

Technical Skills:

- Good understanding of IT Service Management (ITSM) principles and best practices like ITIL.
- Database Management: Basic knowledge of Microsoft SQL database management.
- Development: Familiarity with scripting/programming languages like JavaScript, PowerShell, T-SQL, JQL or similar for integration, automation tasks and reporting queries.
- (Preferred) Experience with Atlassian Jira Software: Understanding of Jira Software administration, including project setup, workflow configuration, and user management.
- (Preferred) Experience with Ivanti Neurons for ITSM: Familiarity with its setup, configuration, and maintenance.
- (Preferred) Experience with reporting systems like Qlik Sense and Power BI: Familiarity with its setup, configuration, and maintenance.

Soft Skills:

- Problem-solving skills: Ability to troubleshoot and resolve technical issues efficiently.
- Communication skills: Strong verbal and written communication skills to interact with team members and stakeholders.
- Attention to detail: Precision in managing system configurations and documentation.
- Teamwork: Ability to work collaboratively in a team environment.

Certifications (optional):

- ITIL Foundation Certification
- Atlassian Certified Jira Software Administrator
- Ivanti Neurons for ITSM Administrator

Experience:

- 2+ years of experience in a similar role.

Additional Requirements:

- Willingness to learn: Openness to continuous learning and adapting to new technologies.
- Customer service orientation: Ability to provide excellent support to team members and business end-users.

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.
- Gym and Yoga classes for your physical health and Mindletic for mental health.
- Children's room where you can leave your kids to play with supervision (Vilnius based).
- Well-being initiatives focused on creating a healthy, balanced and engaging work environment.
- Various benefits related to employee life cycle in organization.
- Parking or public transport ticket.
- Electrical cars spots near the office.
- Discounts and special offers from various partners.

Salary: from 3300 € to 3800 € (brutto)

Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operates a fleet of 209 aircraft on 6 continents. Supported by 14,000 professionals, the group is the parent company to over 250+ subsidiaries including SmartLynx Airlines, Avion Express, BBN Indonesia Airlines, and KlasJet. The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation.