



IT ADMINISTRATOR. VILNIUS, LITHUANIA

WHY US?

Avion Express is a narrow-body ACMI (Aircraft, Crew, Maintenance, Insurance) and charter operator. Avion Express provides top-level short and long-term aircraft wet-leasing (ACMI) solutions and also offers its clients aircraft on a charter basis. The company operates an Airbus A320 family aircraft fleet.

Avion Express is looking for ambitious professionals to support the company's matters and further development of the company. The position is based in Vilnius, Lithuania.

The company creates a supportive work environment and conditions for employees to grow, both professionally and personally.

ARE YOU READY TO?

- Provide timely and effective support to end-users, addressing hardware and software issues on desktops, laptops, printers, and other peripherals.
- Assist users in troubleshooting problems and guide them through resolution steps.
- Align with and contribute to ITSM process according to ITIL and best practices.
- Efficiently manage and prioritize support tickets through a Jira ticketing system.
- Ensure accurate documentation of issues, resolutions, and user interactions.
- Install, configure, and update software applications.
- Collaborate with other IT teams to resolve complex issues.
- Communicate effectively with users and team members, providing clear and concise information.

DO YOU HAVE WHAT IT TAKES?

- Familiar with ITIL, ITSM concepts and best practices.
- Proficient in Windows, iOS, iPadOS hardware and software troubleshooting.
- Experience with Active Directory, M365 administration.
- Experience with help desk software and ticketing systems.
- Strong customer service orientation with a focus on user satisfaction.
- Strong communication skills.
- Ability to adapt to a fast-paced and changing IT environment.
- Willingness to learn new technologies and tools.
- Willingness to share knowledge and contribute to team success.
- Strong documentation skills for recording issue resolutions and creating user guides.

DOES IT SOUND APPEALING?

- Position, based in Vilnius, Lithuania.
- Friendly atmosphere in a modern business center.
- Competitive salary (starting from 2500 to 3000 € gross, depending on your experience) and social benefits, including health insurance.
- Other benefits: lunch compensation, opportunity to book standby flights, access to the childcare room, gym for your physical and mental health (Mindletic), daily coffee and fruits and weekly pastries, birthday day-off, gifts for marriage, childbirth and other significant life occasions.
- Access to the VIP lounge and discounted tickets at the Twinsbet Arena.
- The opportunity to spend up to 90 days per year - 21 of which can be spent working outside of the EU - on workation.
- Opportunities for professional and personal growth.
- Opportunity to work in a truly international business environment.

Salary: from 2500 € to 3000 € (brutto)

Avion Express is the largest narrow-body ACMI operator in the world. The company operates its Airbus A320 family aircraft fleet across Europe, as well as Africa, South America and the Asia-Pacific region.