



## **IT SERVICE MANAGER. VILNIUS, LITHUANIA**

We seek a proactive and experienced IT Service Manager to oversee the delivery, support and continual improvement of IT services across the organization. The right candidate will ensure our IT infrastructure and support systems run efficiently, meet agreed service levels and align with business objectives.

We promise a highly challenging field and wide scope of responsibilities, which will initially cover:

- Planning, managing, developing, and supervising the organization's IT and systems field to support organizational goals and enhance operational efficiency.
- Leading a team of IT specialists, supporting and motivating, providing direction, and supporting their career development.
- Leading the development and implementation of IT strategy and action plans.
- Overseeing the deployment, monitoring, maintenance, and support of IT systems, networks, and software.
- Leading and managing IT projects from conception through execution, ensuring timely delivery within budget.
- Collaborate with internal stakeholders and third-party vendors to ensure service continuity and performance. Establishing and implementing policies and procedures to safeguard company data and ensure regulatory compliance.
- Acting as the primary point of contact for service-related escalations, driving prompt resolution.
- Providing hands-on support when necessary to resolve high-impact incidents, implement critical changes, or assist the team during peak periods.
- Working according to approved company processes.
- Working with company's IT systems to monitor and ensure a smooth IT Development department process.
- Participating in daily meetings based on Lean principles.
- Setting and achieving short-term and long-term goals in accordance with the company's strategic goals.
- Performing other duties and responsibilities assigned by direct manager.

We dream about a team member who:

- Has more than five years of experience in IT field and at least two years of managerial experience.
- Has bachelor's degree in Information Technology, Computer Science, or a related field.
- Has strong leadership, communication, and problem-solving skills, with a business-oriented mindset.
- Skilled in guiding organizations through change, especially related to tech adoption and digital workflows, with a focus on user training and system adoption.
- Able to analyze and improve current business processes with technology-driven solutions, ensuring efficiency and scalability.
- Able to communicate technical information clearly to non-technical stakeholders and ensure alignment with organizational objectives.
- Is a strategic thinker who can also manage day-to-day operational tasks effectively.

- Has strong attention to detail and ability to multitask effectively.
- Has excellent skills in a Microsoft Office 365 environment.
- Is able to work independently and is self-motivated and willing to take ownership.
- Knows how to manage several complex projects at once.
- Has analytical and conceptual thinking skills.
- Has willingness to share skills, knowledge and expertise.
- Uses the English language at an effectively operational and independent level.
- Is flexible with good time management skills.
- Has respectful and positive attitude.
- Wants to learn every day and thinks aviation could be the love of one`s life.

What we offer you:

- A health Insurance package after 3 months working for the Company.
- Contribution to your pension fund for seniority.
- Work from home in compliance with company policy.
- Additional holiday days for seniority after 2 years of work for Company.
- A Wellness Day to take care of yourself and a Birthday Day to celebrate.
- Mental gym to support your emotional wellbeing from Mindletic.
- Sport club and childcare service for your convenience.
- An entertainment flight with a full flight aviation training simulator.
- Contemporary and convenient office space in a new growing AEROCITY area.
- Public transport cover during the workdays or parking space near the office.
- Discounts and special offers from various partners of the group.
- Extensive on boarding plan to ease your integration into company.
- An international and multicultural environment in vibrant industry with plenty of challenges to achieve.
- Personal growth possibilities if you are eager to progress in your career, we have a bunch of examples to share.

Salary: from 3967 € to 4794 € (brutto)

---

**BAA Training** is one of the TOP 3 biggest independent aviation training centres in Europe providing a full scope of aviation training solutions on both – B2B and B2C levels. We are accelerating with the ambitious expansion in Europe and Asia and working with clients from 96 countries. Our mission is to provide aviation community with highly-qualified aviation professionals.