



## HEAD OF IT OPERATIONS. VILNIUS, LITHUANIA

### 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.

Recognized as Top Employer of 2025, awarded by the Top Employers Institute, FL Technics demonstrates continuous effort and investments to create a great work environment and ensure the well-being of the ever-growing team in Lithuania and across the globe.

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

As **Head of IT Operations**, you will be responsible for managing the Service Desk team and driving the maturity of our ITIL practices across incident, request, problem, and change management. Your mission will be to ensure a high-quality, consistent, and customer-centric IT support experience for all employees.

### YOUR TASKS:

- Lead and manage the IT Service Desk team, ensuring exceptional service delivery and user satisfaction.
- Own and continuously improve ITIL processes including Incident Management, Request Fulfillment, Problem Management, Change Management, and Knowledge Management.
- Establish and monitor Service Level Agreements (SLAs), KPIs, and performance metrics for service desk operations.
- Act as the main escalation point for major incidents and service issues, ensuring timely resolution and communication.
- Implement and optimize ITSM tools and platforms to support efficient workflows and reporting.
- Drive root cause analysis and proactive problem management to minimize recurring issues.
- Develop and deliver training, coaching, and development plans for the Service Desk team.
- Collaborate with other IT and business teams to ensure seamless service transitions and continuous service improvements (CSI).
- Maintain a strong focus on end-user satisfaction, service quality, and operational efficiency.

### WHAT YOU SHOULD BRING:

- 5-8 years' experience leading IT Service Desk operations in a mid-to-large organization.
- Deep knowledge and hands-on experience with ITIL v3/v4 frameworks (certification preferred).
- Strong leadership skills with the ability to motivate and develop high-performing teams.

- Excellent communication skills with a focus on service excellence and user experience.
- Experience with ITSM tools (e.g., ServiceNow, Jira Service Management).
- Proven ability to drive process improvements and manage change in a dynamic environment.
- Bachelor's degree in Information Technology, Computer Science, Business, or a related field.

#### **WORKING AT FL TECHNICS:**

- Unstoppable Legal team.
- Possibility to initiate, participate and lead organizational changes with regards to legal work.
- Valuable experience in a dynamic and multinational environment.
- Extensive opportunities for professional development within a globally driven company.
- Exclusive experience to the aviation business industry.
- Flexible working hours to promote work-life balance.
- Work remotely for up to one month a year.
- Partial work from home.
- Additional private health and accident insurance.
- Discount system with partnering companies.
- LEAN culture.
- Complimentary in-house gym and other sports activities.

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.

Salary: from 4000 € (brutto)

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FL Technics - a leading global provider of aircraft maintenance, repair, and overhaul (MRO) services, specializing in a comprehensive range of aviation solutions such as maintenance, parts and materials supply, technical trainings, wheels and brakes services, engine repair shop, engineering, design and production and aerospace logistics. With offices in Lithuania, the United Kingdom, the UAE, Canada, Germany, Italy and Thailand, FL Technics holds certifications, including EASA Part-145, Part-CAMO, Part-147, Part-21, FAA-145, UK CAA, and other NAA. Operations extend across Europe, South, Central and North Americas, the Middle East, Africa, Asia- Pacific regions.