

IT SUPPORT SPECIALIST. DUBAI, UNITED ARAB EMIRATES (THE)

Are you passionate about solving technical issues and helping others succeed with technology? Avia Solutions Group is looking for a motivated and service-oriented **IT Support Specialist** to join our team in **Dubai**. In this role, you'll be a key member of our IT Support team, providing hands-on assistance to ensure the smooth and efficient operation of IT systems and applications across our Dubai offices. This is a great opportunity to grow your career in a dynamic, international environment where your contributions truly make a difference.

Main functions and responsibilities:

- 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.
- Efficiently manage and prioritize support tickets through a 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.
- Identify opportunities for process improvement and efficiency.

Requirements for the position:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience in providing IT support and troubleshooting.
- Familiarity with various operating systems, including Windows and MacOS Proficient in hardware and software troubleshooting.
- Experience with help desk software and ticketing systems.
- Strong customer service orientation with a focus on user satisfaction.
- Patience and the ability to handle user issues in a professional manner.
- 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.

At Avia Solutions Group, you'll be part of a global aviation and aerospace leader, working in a collaborative and innovative environment. We offer opportunities for professional growth, access to cutting-edge technologies, and the chance to contribute to impactful projects across the group.

operates a fleet of 221 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.