



ONSITE SUPPORT ENGINEER (PUNTA CANA). PUNTA CANA, DOMINICAN REPUBLIC (THE)

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, Canada, and is now expanding to the Caribbean.

With our new hangar in Punta Cana now operational, we are looking for talented professionals to join our growing MRO team. Successful candidates will play an important role in supporting the continued development and success of our operations in the Dominican Republic.

FL Technics is part of Avia Solutions Group, the world's largest ACMI provider, operating a fleet of 136 passenger and cargo aircraft worldwide.

YOUR TASKS:

- Provide onsite IT support, resolving incidents and fulfilling user requests efficiently;
- Communicate effectively with users and collaborate with other IT teams to ensure timely incident resolution;
- Manage access rights workflows, including granting and maintaining user permissions;
- Prepare, repair, and maintain workplace equipment to ensure seamless user experiences.

WHAT YOU SHOULD BRING:

- Strong communication skills and a sense of responsibility;
- Solid understanding of computer components, architecture, and hardware troubleshooting;
- Proficiency in English;
- Familiarity with IT support processes and best practices;
- Experience working with incident management systems (such as Jira) is a plus;
- Previous experience in IT Level 2 support or onsite IT teams is an advantage;
- Knowledge of Azure Active Directory (AAD) and Intune is highly desirable;
- Understanding of networking concepts is a plus.

OUR ATTRACTIVENESS:

- Exclusive experience to the aviation business industry;
- Flexible working hours to promote work-life balance;
- Work remotely for up to one month a year;
- Additional private health or third-pillar pension saving;

- Accident insurance;
- Discount system with partnering companies;
- Access to internal training and courses;
- Complimentary in-house gym and other sports activities;
- Supporting and cheering for your success team;
- Competitive salary range, final offer will be proposed based on your experience and competencies.

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 technology.

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. With more than 2500 employees 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.