

ITGC (IT GENERAL CONTROLS) MANAGER. VILNIUS, LITHUANIA

Avia Solutions Group is the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of more than 200 aircraft worldwide and the parent company of over 250 subsidiaries. The group offers a wide range of aviation solutions, including MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, and other related aviation services. Supported by 14,000 highly skilled aviation professionals, the group operates across 6 continents.

We offer work in the Digital Technologies (IT) department, acting as a central unit for managing strategic, innovation and IT projects and programs. Our department provides services to subsidiary companies related to IT Governance & Management, IT Service Delivery, IT infrastructure services, workplace IT support and ServiceDesk, Enterprise Applications (Digital IT Solutions, ERP), Cybersecurity.

We are seeking an experienced **ITGC (IT General Controls) Manager** to join our IT Governance team to oversee and strengthen our organization's IT control environment. The role is responsible for designing, implementing, and monitoring IT general controls to ensure compliance, system reliability, and alignment with regulatory requirements. The ITGC Manager will collaborate with IT, cybersecurity, finance, compliance, and audit teams to support business objectives and improve IT performance. This role will report directly to the **Chief Digital Technologies Officer (CDTO)** and will be responsible for controlling and strengthening IT and cybersecurity control frameworks across all subsidiaries of the Group.

Key Responsibilities:

- Collaborate internally and with subsidiaries worldwide to ensure alignment with the organization's goals and performance expectations.
- Introduce if missing and ensure internal IT General Controls are in place and are effective, supporting audits and regulatory requirements.
- Monitor ITSM performance, including SLAs, KPIs, and compliance with security standards.
- Track and oversee IT-related initiatives and projects, ensuring milestones, deliverables, and deadlines are met.
- Oversee **user access management** (provisioning, reviews, segregation of duties, privileged access).
- Manage the **change management process correctness**, ensuring proper documentation, testing, approvals, and controls.
- Monitor **IT operations controls**, including backup & recovery, system monitoring, and incident logging.
- Identify and assess **IT risks**, recommend mitigation strategies, and track remediation progress.
- Develop, maintain and enforce ITGC procedures, and standards.
- Prepare progress and performance updates and reports to direct manager.
- Act as the main point of contact for ITGC-related matters across the group companies.
- Initiate improvements and LEAN initiatives.

Qualifications & Requirements:

- Bachelor's degree in information technology, Computer Science, Information Security, Risk Management, or related field (Master's degree preferred).
- 5+ years of experience in IT governance, IT controls, risk management, compliance, or auditing.
- Solid understanding of IT controls (COBIT, NIS2, Part-IS, ISO 27001, ITIL, SOX).
- Strong knowledge of IT processes: access management, change management, IT operations, service delivery.
- Knowledge of Quality Management Principles and Practices, understanding of quality control methodologies.
- Experience working with **auditors** and supporting compliance programs in an enterprise environment.
- Proficiency in reporting and dashboarding tools to monitor SLAs, KPIs, and ITSM performance
- Proficiency in overseeing budgeting, planning, and resource allocation.
- Excellent negotiation, communication skills.
- Ability to work in a cross-functional team global environment and influence stakeholders at all levels.

Preferred Qualifications:

- Experience working with ITSM, planning tools such as Jira.
- Relevant certifications (e.g., ITIL, CISA, CRISC, TOGAF).
- Strong project management, planning skills.
- Skills in coordinating multiple vendors and third-party services, ensuring timely delivery, cost control, and SLA adherence.

Why Join Us:

- Opportunity to build and strengthen IT control, reporting and efficiency improvement frameworks, in a growing and dynamic environment.
- Work closely with cross-functional teams (IT, Cybersecurity, Finance, Compliance, Audit).
- Play a key role in ensuring governance, compliance, supporting audits, and reducing IT risks.

What we offer:

- Opportunity to work in a vibrant international and ever-growing business aviation environment.
- Opportunities for professional and personal growth; foreign language trainings.
- Gym and Yoga classes for your physical health and Mindletic for mental health.
- Children's room where you can leave your kids to play with supervision (Vilnius based).
- Well-being initiatives focused on creating a healthy, balanced and engaging work environment.
- Various benefits related to employee life cycle in organization.
- Parking or public transport ticket.
- Electrical cars spots near the office.
- Discounts and special offers from various partners.

Salary: from 4500 € to 5800 € (brutto)

Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operates a fleet of 209 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.