



IT SERVICE DESK. TAGUIG, PHILIPPINES / HYBRID WORK

Avia Solutions Group (ASG) Global Services Philippines is looking for an **IT Service Desk** to contribute to the operations of **Sensus Aero**.

This position is based in the ASG Global Services Philippines office in BGC, Taguig, under a hybrid setup and working on Atlantic Standard Time Zone.

Sensus Aero is a web-based ERP platform built for independent aviation MRO (Maintenance, Repair & Overhaul) organizations. Designed by aviation experts, it helps MRO companies manage complex workflows — from quoting and work orders to parts logistics, planning, and regulatory compliance. Our product is trusted by MRO clients across multiple geographies and is actively evolving toward a modern, scalable architecture.

Role Overview:

The **Service Desk Agent** serves as the first point of contact for customers using our specialized **MRO ERP platform for the aviation industry**. This role is responsible for providing high-quality support, troubleshooting system issues, managing service requests, and ensuring timely resolution of customer concerns.

Beyond traditional helpdesk support, the Service Desk Agent will develop strong product expertise, participate in testing activities, and gain an in-depth understanding of aviation maintenance and business processes. Working closely with Product and Development teams, the role contributes to delivering an excellent customer experience while helping improve the platform and support processes.

Key Responsibilities:

- Serve as the primary contact for customer inquiries, incidents, and service requests through Jira Service Desk and other communication channels.
- Investigate, analyze, and reproduce reported issues to identify root causes and determine appropriate solutions.
- Resolve customer requests independently when possible and escalate complex issues to Product or Development teams as needed.
- Manage support tickets from initial reporting through resolution, ensuring customers receive timely updates throughout the process.
- Support user account administration, access management, permissions, and basic system configuration.
- Participate in testing new features, product enhancements, and bug fixes before release.
- Create and maintain clear documentation, knowledge base articles, and support records.
- Identify recurring issues, trends, and opportunities for product or process improvements.

What we are looking for:

- At least 2-3 years of experience in Service Desk, Helpdesk, IT Support, Application Support, or a similar customer-facing technical support role.

- Strong customer service, communication, and stakeholder management skills.
- Analytical mindset with strong troubleshooting and problem-solving abilities.
- Ability to investigate issues thoroughly and understand the underlying cause rather than simply escalating them.
- Interest in software applications, ERP systems, and technology-driven business processes.
- Excellent written and verbal English communication skills.
- Ability to manage multiple priorities, incidents, and requests in a fast-paced environment.
- Demonstrated willingness to learn, adapt, and develop into a product expert.

The Benefits of being part of our Team:

- Opportunity to work with innovative IT solutions for the aviation market.
- International work environment.
- Learning and development opportunities to further improve your skills.

A remote workforce service centre supporting Avia Solutions Group's ACMI airlines and MROs worldwide.