



IT SPECIALIST. VILNIUS, LITHUANIA / HYBRID WORK

We're looking for an IT Specialist to join our team in Vilnius and support the day-to-day technology needs of an international aviation training company. You'll be part of a global organisation with offices in Lithuania, Spain, Vietnam, France and India, working in a fast-paced, multicultural environment where reliable IT systems are critical to everything we do.

This role is a great fit for someone with 2-3 years of experience who enjoys solving technical problems, supporting users, and working across different areas of IT operations. You'll play an important role in ensuring our employees have the tools, systems, and support they need to work efficiently while gaining exposure to a wide range of business and IT technologies.

We promise a highly challenging field and wide scope of responsibilities, which will initially cover:

Service Desk & End-User Support

- Providing day-to-day technical support to employees across the organisation
- Managing and resolving IT incidents and service requests
- Troubleshooting hardware, software, and access-related issues
- Ensuring timely issue resolution and a positive user experience
- Maintaining IT documentation and knowledge base articles

Microsoft 365 Administration

- Administering Microsoft 365 user accounts, licences, groups, and permissions
- Supporting onboarding, offboarding, and employee access management processes
- Assisting with Exchange Online and Microsoft 365 administration tasks
- Managing user access according to company-approved procedures

IT Asset Management

- Managing the lifecycle of IT equipment and software assets
- Preparing and configuring laptops and other workplace devices
- Maintaining accurate hardware and software inventory records
- Tracking equipment assignments and supporting procurement, deployment, and replacement activities

Business Systems Administration

- Supporting internal business systems and applications
- Managing user access, permissions, and basic system configurations
- Assisting employees with application-related issues
- Maintaining system documentation and supporting continuous improvements

IT Infrastructure & Operations Support

- Supporting the maintenance of network, server, cloud, and workplace infrastructure
- Monitoring IT systems and escalating issues when necessary
- Assisting with infrastructure-related projects and office IT setups
- Following established IT processes and best practices

Vendor Coordination & CMDB Maintenance

- Coordinating with external IT vendors and service providers
- Following up on support requests and ongoing issues
- Assisting with software subscriptions, licensing, and renewals
- Maintaining accurate asset and configuration records within the CMDB

Teamwork & Planning

- Participating in daily stand-up meetings following Lean principles
- Supporting your manager with administrative and operational tasks
- Setting and achieving short- and long-term goals aligned with company strategy
- Collaborating with colleagues across different countries and departments

Other

- Handling additional tasks assigned by your direct manager

We dream about a team member who:

Must-Have Skills

- Has 2-3 years of experience in IT Support, IT Administration, or a similar role
- Has hands-on experience administering Microsoft 365 environments
- Has experience managing user accounts, licences, permissions, and access rights
- Has experience providing technical support in a corporate environment
- Has experience with IT asset and inventory management
- Demonstrates strong troubleshooting and problem-solving skills
- Speaks and writes in English at a professional working level

Nice-to-Have Skills

- Experience with Microsoft Entra ID (Azure AD)
- Experience supporting business systems and applications
- Experience maintaining CMDB records
- Familiarity with network, server, and cloud infrastructure
- Experience working with external IT vendors and service providers

Work Approach

- Has strong planning and time-management skills
- Is able to work independently, take ownership, and stay self-motivated
- Can effectively prioritise and manage multiple tasks
- Applies logical and analytical thinking to problem-solving
- Pays attention to detail and follows established processes

Mindset

- Has a positive and respectful attitude

- Enjoys helping others and providing excellent support
- Is eager to learn, grow, and expand technical knowledge
- Is excited about working in an international and multicultural environment
- Has an interest in the aviation industry

What we offer you:

- A health insurance package after 3 months working for the company
- Work from home in compliance with company policy
- Additional holiday days for loyalty after 2 years of work for company
- A Wellness Day to take care of yourself and a Birthday Day to celebrate
- Mental gym to support your emotional wellbeing from Mindletic
- Sport club and childcare service for your convenience
- An entertainment flight with a full-flight aviation training simulator
- Public transport cover during workdays or a parking space near the office
- Discounts and special offers from various partners of the group
- An extensive onboarding plan to ease your integration into the company
- An international and multicultural environment in a vibrant industry
- Opportunities to grow if you're motivated to develop your career

Salary: from 2300 € to 3550 € (brutto)

BAA Training is one of the TOP 3 biggest independent aviation training centres in Europe providing a full scope of aviation training solutions on both – B2B and B2C levels. We are accelerating with the ambitious expansion in Europe and Asia and working with clients from 96 countries. Our mission is to provide aviation community with highly-qualified aviation professionals.