



HEAD OF IT SUPPORT UNIT. VILNIUS, LITHUANIA

Avia Solutions Group is the leading aviation business group, operating across all continents with offices in Ireland, USA, Asia Pacific, UAE, Lithuania, South Africa, and Australia. Backed by 11,500 highly skilled aviation professionals, the group is the largest global ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of more than 180 aircraft. The group also provides various aviation services such as MRO (Maintenance, Repair, and Overhaul), pilots and crew training, ground handling, and other interconnected solutions.

We are looking for a team leader and customer-oriented **Head of IT Support** to join our IT Operations division to manage two teams:

IT Service Desk team who is acting as the single point of contact for all IT services provided by our department, providing first-level support and fulfillment of standard service requests, and performing classification and delegation of tickets to other teams.

IT Support team who is providing IT workplace and related support services (peripherals, mobile devices, audio/video, printing, etc.) to our customers.

Services are provided to 20+ subsidiary companies and over 700 workplaces, mostly in Lithuania but also worldwide. This role will work closely with IT Service Management, IT Service Delivery, IT Infrastructure, Enterprise Applications, and Cybersecurity teams, subsidiaries, and external vendors to drive operational excellence.

Main responsibilities:

- **Team Development:** Encourage a positive and engaging work environment, providing mentorship and development opportunities for team members.
- **Customer Service Oriented:** Ensure the delivery of high-quality IT support services to internal clients, maintaining a high level of customer satisfaction.
- **Continuous Improvement:** Drive continuous improvement initiatives, leveraging ITSM and ITIL processes, and fostering a LEAN culture that encourages efficiency and Kaizen initiatives.
- **Incident, Problem, and Service Request Management:** Oversee the management of incidents, problems, and service requests, ensuring timely resolution and minimal disruption to business operations.
- **Performance Driven:** Monitor and report on team performance, using metrics and KPIs to drive operational excellence.
- **Stakeholder Engagement:** Collaborate with other teams and stakeholders to understand their IT needs and ensure alignment with department goals and business objectives. Hold recurrent Service Review meetings with Customers.
- **IT Asset Management:** Oversee the management of IT assets, including procurement, inventory, maintenance, and disposal, ensuring accurate tracking and optimal utilization of resources.

Requirements for the position:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience in IT Service Desk / IT Support areas.
- Excellent leadership and team management skills.
- Exceptional customer service and communication skills.
- Strong knowledge of ITSM and ITIL frameworks.
- Patience and the ability to handle user issues in a professional manner;
- Ability to adapt to a fast-paced and changing IT environment.
- Very good English.

Our benefits:

- Highly ambitious and dynamic team, readily supporting and collaborating with colleagues in a multicultural environment.
- Exciting projects in one of the world's most fascinating and innovative industries.
- Possibility to have a hybrid modal.
- Health insurance package in compliance with company policy.
- Brand new modern office with on-site bistro, office bar, free gym, pool and tennis tables, and chill spaces.
- Discounts and special offers from various partners.
- Office bar.
- Children's room where you can leave your kids to play with supervision.
- Gym, pool tables for your physical health and Mindletic for mental health with 5 psychological consultations.
- Free parking or Public transport ticket;
- Electrical cars charging spots near the office;

Salary: from 3636 € to 4628 € (brutto)

Avia Solutions Group is the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, with a fleet of 213 aircraft. The group also provides a range of aviation services including MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated services. Supported by 12,000 highly skilled aviation professionals, the group operates worldwide.