

## **NETWORK ADMINISTRATOR. VILNIUS, LITHUANIA**

We offer work in R&D department, acting as a central unit for managing strategic, innovation and IT projects and programs. Avia Solutions Group R&D department provides services to subsidiary companies world-wide related to IT Governance & Management, IT Service Delivery, IT infrastructure services, workplace support and Service Desk, Enterprise Applications (Digital IT Solutions, ERP), Cybersecurity and PMO. IT Infrastructure unit consists of the following teams: Microsoft platform, Linux, Cloud and Network. IT Infrastructure functions: IT Operations, IT Service/Project Delivery and IT engineering.

### **Main functions and responsibilities:**

- Network IT Operations
  - Respond to network incidents, troubleshoot issues, and resolve technical problems in a timely manner using following incident management procedures.
  - Collaborate with other IT teams and vendors to address complex technical challenges.
  - Conduct root cause analysis to identify and prevent recurring issues under problem management procedures.
  - Provide technical support and guidance to IT Service desk.
  - Monitor network resources, identify performance bottlenecks, and optimize system configurations for maximum efficiency.
  - Implement network monitoring tools and configure alerts to proactively identify and resolve issues.
  - Analyze system logs and implement proactive measures to ensure network reliability.
  - Maintain accurate and up-to-date documentation of network configurations, procedures, and troubleshooting guides.
- Project/request delivery:
  - Design and implement network-based infrastructure solutions to meet project requirements.
  - Collaborate with project managers, developers, and stakeholders to understand project goals, scope, and deliverables.
  - Ensure compliance with project timelines, budgets, and quality standards.
  - Document project deliverables, including system configurations, processes, and procedures according to knowledge base management process.

### **Requirements for the position:**

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience in large-scale / complex networks management.
- Experience with IT Service Management (ITSM) and ITIL.
- Strong customer service orientation with a focus on user satisfaction.
- 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.

**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.
- Remote/hybrid work possibilities.
- Attractive salary and compensation package.
- Private health insurance after a probation period.
- Gym, pool tables for your physical health and Mindletic for mental health;
- Children's room where you can leave your kids to play with supervision.
- Work in first of its kind office building with real aircraft inside.
- Inhouse canteen.
- Parking or public transport ticket.
- Electrical cars spots near the office.
- Discounts and special offers from various partners.

Salary: from 4132 € to 4462 € (brutto)

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**Avia Solutions Group** is the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, with a fleet of 212 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.