



BUSINESS ADMINISTRATION SPECIALIST. VILNIUS, LITHUANIA

ABOUT COMPANY:

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. FL Technics operates in a vast network of representative offices, hangars, and shop facilities, as well as the largest independent line maintenance stations network across Europe, Asia Pacific, Africa, the Middle East, and Canada.

Recognized as Top Employer of 2024, awarded by the Top Employers Institute, FL Technics demonstrates continuous effort and investments to create a great work environment and ensure the well-being of the ever-growing team in Lithuania and across the globe.

FL Technics is part of Avia Solutions Group, the world's largest ACMI provider, operating a fleet of 192 passenger and cargo aircraft worldwide.

We are looking for a Business Administration Specialist. In this role, being a level 2 support agent, you will provide in-depth technical assistance to internal clients and teams, addressing complex issues that require specialized knowledge. You will act as a vital safeguard between system users and our in-house development team, ensuring effective communication and problem resolution.

YOUR TASKS:

- Support the continuity of Company's Business transactions.
- Communicate directly with internal customers via Jira Service Desk to gather detailed information about their issues and guide them through troubleshooting steps.
- Diagnose problems, reproduce issues, and identify viable solutions or workarounds.
- Ensure system stability and enhance user experience by testing solutions in a pre-production environment.
- Document standard issues and maintain a knowledge base for future reference, assisting in training first-level support staff.
- Collaborate with in-house developers and the Company's IT unit to resolve issues and major incidents.
- Handle escalations to ERP (Quantum Control) supplier's support, managing tickets and issues effectively.
- Validate data and processes based on best practices and overall experience.
- Analyze ERP functionality, capabilities, and behavior to provide insights for improvement.
- Develop Jira Service Desk / Confluence functionalities for internal purposes.

WHAT YOU SHOULD BRING:

- Strong personal values: positivity, willingness to help others, cooperation, contribution, and self-

development.

- Excellent communication skills with the ability to explain technical concepts clearly to non-technical customers.
- Overall IT literacy and understanding of relational dependencies within the infrastructure.
- Strong analytical skills: ability to analyse complex problems creatively and critically while developing effective solutions.
- Good time management skills with the ability to multitask, prioritize tasks, adapt to new requirements, and readjust to complete assignments.
- Proficiency in English (written and spoken).
- Proficiency in Structured Query Language (SQL) at a minimal basic level is required.
- Strong knowledge of MS Excel; experience with scripting languages (e.g. Python) and (or) BI tools (e.g., Qlik, Power BI) is an advantage.

WORKING AT FL TECHNICS:

- Exclusive experience to the aviation business industry;
- Flexible working hours to promote work-life balance;
- Work remotely for up to one month a year;
- Additional private health and accident insurance;
- Discount system with partnering companies;
- Access to internal training and courses;
- Complimentary in-house gym and other sports activities;
- Supporting and cheering for your success team;
- Competitive salary range, final offer will be proposed based on your experience and competencies.

Seize this opportunity to soar to new heights with FL Technics! Apply now and be part of a globally acclaimed team shaping the future of aviation.

Salary: from 2000 € to 2800 € (brutto)

FL Technics is a global provider of aircraft maintenance, repair, and overhaul (MRO) services. The Company specializes in base & line maintenance, spare parts & component support, engine, APU & LG management, full aircraft engineering, and technical training. FL Technics is an EASA Part-145, Part-M, Part-147, Part-21 as well as FAA-145 certified company with hangars in Lithuania, Indonesia and China as well as line station around the world.