



SERVICE DESK AGENT (SENSUS AERO). VILNIUS, LITHUANIA

About Sensus MRO

Sensus MRO 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.

About the Role

We are looking for a proactive and service-minded **Service Desk Agent** to support customers using our specialized **MRO ERP system for the aviation industry**.

You will be the first point of contact for customers – helping with daily questions, investigating reported issues, coordinating solutions with internal teams, and keeping customers informed.

This is more than a traditional Service Desk role. You will gradually build strong product knowledge, participate in testing, and learn how aviation business processes work.

Main Responsibilities

- Handle customer questions, incidents, and requests via Jira Service Desk and other communication channels.
- Investigate and reproduce reported issues to understand the root cause.
- Resolve requests independently where possible and escalate complex issues to Product or Development teams.
- Track tickets from initial report through to resolution and keep customers updated.
- Support user accounts, access rights, permissions, and basic system configuration.
- Test new features, improvements, and bug fixes.
- Document issues clearly and contribute to the knowledge base.
- Identify recurring problems and suggest product or process improvements.

What We Are Looking For

- Experience in Service Desk, Helpdesk, IT/Application Support, or a similar role is an advantage.
- Strong communication and customer service skills.
- Analytical mindset and good problem-solving skills.
- Curiosity to understand **why something happened**, not simply forward the issue.
- Interest in software, ERP systems, and aviation.
- Good written and spoken English.
- Ability to manage multiple requests and priorities.
- Willingness to learn and gradually become a product expert.

Experience with **Jira, software testing, Xray, Postman, APIs, or browser Developer Tools** is an advantage but not mandatory.

What We Offer

You will work directly with customers, Product, Development, and Implementation teams while gaining hands-on experience with a complex aviation ERP system.

The role combines **customer support, problem-solving, product investigation, and testing**, with opportunities to grow further into technical, product, or implementation areas.

Working at Sensus Aero:

- Exclusive experience to the aviation business industry.
- Flexible working hours to promote work-life balance.
- Additional private health and accident insurance.
- Discount system with partnering companies.
- Access to internal training and courses.
- Supporting and cheering for your success team.
- Competitive salary range, final offer will be proposed based on your experience and competencies.

Salary: from 1800 € to 2500 € (brutto)

FL Technics is a global provider of tailor-made services for aircraft maintenance, repair, and overhaul (MRO), delivering solutions to commercial aviation customers worldwide. With more than 2500 employees 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.