

## **IT SUPPORT SPECIALIST. VILNIUS, LITHUANIA**

Avia Solutions Group is the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of more than 200 aircraft worldwide and the parent company of over 250 subsidiaries. The group offers a wide range of aviation solutions, including MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, and other related aviation services. Supported by 14,000 highly skilled aviation professionals, the group operates across 6 continents.

We offer work in the Digital Technologies (IT) department, acting as a central unit for managing strategic, innovation and IT projects and programs. Our department provides services to subsidiary companies related to IT Governance & Management, IT Service Delivery, IT infrastructure services, workplace IT support and ServiceDesk, Enterprise Applications (Digital IT Solutions, ERP), Cybersecurity.

Are you passionate about solving technical issues and helping others succeed with technology? Avia Solutions Group is looking for a motivated and service-oriented **IT Support Specialist** to join our team. In this role, you'll be a key member of our IT Support team, providing hands-on assistance to ensure the smooth and efficient operation of IT systems and applications across organization. This is a great opportunity to grow your career in a dynamic, international environment where your contributions truly make a difference.

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

- Provide timely and effective support to end-users, addressing hardware and software issues on desktops, laptops, printers, and other peripherals.
- Assist users in troubleshooting problems and guide them through resolution steps.
- Efficiently manage and prioritize support tickets through a ticketing system.
- Ensure accurate documentation of issues, resolutions, and user interactions.
- Install, configure, and update software applications.
- Collaborate with other IT teams to resolve complex issues.
- Communicate effectively with users and team members, providing clear and concise information.
- Identify opportunities for process improvement and efficiency.

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

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience in providing IT support and troubleshooting.
- Familiarity with various operating systems, including Windows and MacOS Proficient in hardware and software troubleshooting.
- Experience with help desk software and ticketing systems.
- 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.
- Willingness to learn new technologies and tools.

- Willingness to share knowledge and contribute to team success.
- Strong documentation skills for recording issue resolutions and creating user guides.

**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.
- Gym and Yoga classes for your physical health and Mindletic for mental health.
- Children's room where you can leave your kids to play with supervision (Vilnius based).
- Well-being initiatives focused on creating a healthy, balanced and engaging work environment.
- Various benefits related to employee life cycle in organization.
- Parking or public transport ticket.
- Electrical cars spots near the office.
- Discounts and special offers from various partners.

Salary: from 1900 € to 2500 € (brutto)

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Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operates a fleet of 187 aircraft on 6 continents. Supported by 14,000 professionals, the group is the parent company to over 250+ subsidiaries including SmartLynx Airlines, Avion Express, BBN Indonesia Airlines, and KlasJet. The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation.