



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

We offer work in R&D (IT) 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 related to IT Governance & Management, IT Service Delivery, IT infrastructure services, workplace IT support and ServiceDesk, Enterprise Applications (Digital IT Solutions, ERP), Cybersecurity. The IT Support Unit at Avia Solutions Group is a crucial component of the organization's technology infrastructure. IT Support Unit consist of IT Support and IT Service Desk (first line).

As IT Support Specialist you will work in IT Support team providing comprehensive support and assistance to ensure seamless operation of IT systems and applications. IT support services being provided to 20+ subsidiaries (with more than 700 workplaces) having offices worldwide (Lithuania, UAE, Ireland, UK, Philippines and more).

### **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.

### **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 1730 € to 2525 € (brutto)

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**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.