



## **IT SUPPORT. BISHOPS STORTFORD, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)**

### **Ascend Airways | IT Support**

Bishops Stortford UK

£25,000 - £27,000

With a newly acquired UK AOC Ascend Airways are operating a small fleet of Boeing 737 aircraft (NG and MAX) in the ACMI market, opening its first operational base at London Gatwick in early 2024. The company is part of Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of 221 aircraft on 6 continents.

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 services. Supported by 14,000 highly skilled aviation professionals, the group is parent company to over 250+ subsidiaries

Ascend Airways are in search for potential candidates for the position of IT Support within our growing Airline

Reporting to the IT Support Manager, the IT Support will be responsible for maintaining the IT and communication systems of the Company, providing technical support to all staff and ensuring smooth running of the systems. IT Support monitors and maintains the company computer systems, installs, and configures hardware and software, and solves technical issues as they arise.

### **Responsibilities:**

- Provide essential IT support (this may be in person or over the phone) to office based and remote staff, responding in a timely manner to service issues and requests.
- Diagnose and troubleshoot straightforward hardware, software, and networking issues.
- Installing, configuring and maintaining the Company's IT systems, including hardware, software, networks, printers, and scanners.
- Collaborate with the IT team in the UK, and in Lithuania, to maintain and enhance the company's IT infrastructure.
- Supporting the IT Support Manager with administrative duties and IT processes as and when required.
- Assist the IT Support Manager with maintenance of the asset log & return of Company Property.
- Supporting with setting up accounts and equipment for new users.

### **The successful candidate will have the following experiences and attributes:**

- Excellent problem-solving abilities.
- Ability to communicate effectively
- Understanding of TCP/IP networking principles.

- Good knowledge of PC hardware and of diagnosing and resolving hardware issues.
- Hands-on experience with Microsoft Windows 10/11 and Microsoft 365.
- Experience with MS Azure/Entra/Intune, MS SharePoint and MS Power Automate highly advantageous.
- Familiarity with MacOS, iPadOS, and iOS environments.
- Prior experience in a junior IT support role desirable.
- A degree in a relevant field such as Computer Science, Information Technology etc. is desirable, but not essential.
- Knowledge of internet and network security principles and protocols

**Other requirements:**

- Right to live and work in the UK
- Ability to travel between sites when required

At Ascend Airways we offer a **competitive salary**, and an **inclusive and attractive working environment** that supports opportunity for career progression.

If you are interested in this role we encourage you to apply with your CV, or if you wish to hear more please reach out to [recruitment@ascendairways.aero](mailto:recruitment@ascendairways.aero)

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Ascend Airways is a UK-based ACMI and charter airline offering the quietest, most fuel-efficient aircraft to enable customers to fulfil their capacity requirement and meet environmental objectives.