



IT SERVICE DESK SPECIALIST. VILNIUS, LIETUVA

Avia Solutions Group is a leading global aviation business group, operating across all continents, with offices in Ireland, the USA, Asia Pacific, UAE, Lithuania, South Africa, and Australia. With a workforce of over 12,000 highly skilled professionals, we are the largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider globally, managing a fleet of approximately 140 aircrafts. In addition to ACMI services, we offer a wide range of aviation solutions, including MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, and more.

We are looking for a motivated and customer-oriented **IT Service Desk Specialist** who is eager to learn, grow, and contribute in a dynamic international environment.

What You May Expect:

- Receive and log all incidents and service requests, ensuring that they are accurately classified and prioritized;
- Act as the first point of contact for all IT-related issues, providing first level support to end-users;
- Escalate incidents and service requests to the appropriate level of support, as necessary;
- Conduct initial diagnosis and resolution of incidents and service requests, utilizing knowledge articles and standard operating procedures;
- Collaborate with other IT teams to ensure that incidents and service requests are resolved in a timely and efficient manner.

What You Should Bring:

- Higher education in Information Technology, Computer Science, Engineering, or a related field (or currently studying in the final year);
- Previous experience in customer service, technical support, internship programs, or an IT Help Desk role would be considered an advantage;
- Basic understanding of Windows operating systems, Microsoft 365 applications, computer hardware, and networking concepts;
- Strong communication and customer service skills;
- High level of spoken and written English and Lithuanian;
- Good working knowledge of MS Office applications;
- Ability to manage multiple tasks and prioritize effectively in a fast-paced environment;
- Proactive mindset and interest in leveraging AI tools to improve daily work processes.

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;
- Remote/hybrid work possibilities;
- Attractive salary and compensation package;

- Private health insurance;
- Gym, pool tables for your physical health;
- Children's room where you can leave your kids to play with supervision;
- In-house canteen;
- Parking or public transport ticket;
- Electrical cars spots near the office;
- Discounts and special offers from various partners.

Salary starting from **1300 EUR** (including taxes), with potential ranges based on experience.

Darbo užmokestis: nuo 1300 € iki 1500 € (bruto)

Avia Solutions Group - pasaulinio lygio aviacijos įmonių grupė, turinti beveik 100 biurų ir gamybos centrų. Grupės įmonės teikia aviacijos paslaugas bei sprendimus klientams iš įvairių pasaulio šalių. „Avia Solutions Group“ komandoje dirba daugiau kaip 11 000 specialistų, teikiančių šiuolaikiškus sprendimus aviacijos ir kitiems ūkio sektoriams.