



IT Systems Engineer / IT Systems Specialist (B2B Contract; Kaunas)

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Vilnius, Lithuania

About the assignment:

Location

Kaunas, Lithuania

Rate (after tax)

from €3000/Month

Duration

Long-term project (>12 months)

Extension (project)

Yes

Remotely (optionally)

No

Expire On

2026-06-30 (2 weeks from now)

Description

We are currently looking for an experienced **IT Systems Engineer** to join an international team supporting both local and corporate IT operations. This role offers a great opportunity to work in a dynamic environment, combining hands-on end-user support with involvement in infrastructure, system administration, and the deployment of new IT solutions. If you enjoy solving technical challenges, collaborating with cross-functional teams, and delivering high-quality support, we would be happy to hear from you.

Personality Expectations

- Team player with a collaborative mindset.
- Diligent, organized, and detail-oriented in daily work, following structured and Lean-like methodologies.
- Focused on understanding and addressing end-user needs.
- Able to understand technical issues, explain solutions clearly, and document step-by-step instructions from an end-user perspective.
- Proactive, responsible, and service-oriented approach to problem-solving.

Responsibilities

- Work with local and corporate IT teams to troubleshoot issues and assist in deploying new IT solutions.

- Monitor assigned Helpdesk queues, pick up user requests, and work towards the most effective resolution.
- Help users accurately describe and report issues through the Helpdesk Support system.
- Create and maintain "How-to" guides, workarounds, and knowledge base (KB) articles.
- Participate in IT Scrum meetings and follow up on outstanding incidents and tasks.
- Report progress, risks, blockers, and project updates to the manager.
- Provide both remote and on-site IT support when required.
- Assist with hardware setup, maintenance, and replacement activities.

Requirements

Must Have

- 3+ years of experience as an IT Systems Engineer, Systems Administrator, IT Support Engineer, or similar IT Systems Specialist role.
- Experience with user support, system deployment, installation, maintenance, and troubleshooting.
- Intermediate or higher knowledge in the following areas:
 - Computer hardware, peripherals, and network equipment.
 - Windows operating systems.
 - Linux operating systems (RedHat experience preferred).
 - Office productivity software and end-user application support.
 - Networking concepts, technologies, and protocols (especially Ethernet and TCP/IP).
 - Virtualization technologies (VMware, Hyper-V, Proxmox, etc.).
 - Cloud solutions and containerization technologies.
 - Strong troubleshooting and analytical skills.
 - Good written and verbal communication skills in English.

Nice to Have

- Experience supporting macOS devices and users.
- Experience supporting mobile devices and mobile operating systems.
- Experience with IT Governance and IT Service Management concepts:
 - Helpdesk operations

- Support tier structures (L1/L2/L3)
- Incident Management
- Problem Management
- Relevant technical certifications (Microsoft, Red Hat, Cisco, CompTIA, VMware, etc.).

Working Conditions

- Location: Kaunas, Lithuania.
- Hybrid working model.
- Expected office presence: 2-3 days per week.
- Physical presence is required as part of the role due to hands-on support activities involving hardware and end-user assistance.
- Contract 12 months
- Start ASAP

Budget & Rate

- Target hourly rate: €30/hour.

Required Skills

ROLE EXPERIENCE

Business Analyst 2-3 years