



**ALS provides a broad range of testing and analytical services to a wide variety of end markets and industries around the globe. We continue to remain at the forefront of the testing services industry, building an enviable reputation.**

## IT Support Engineer

### Location:

Helsinki or Outokumpu, Finland

### Reports to:

IT Operations Manager Northern Europe, Russia, Central Asia & Saudi Arabia

### Benefits & Culture

At ALS we believe that the people we employ are what makes ALS the great company it is today. We offer attractive remuneration and many benefits to staff.

### Specific Responsibilities

- Log and respond to incidents/service requests and effectively communicate resolutions through the designated helpdesk system
- Assist with the delivery of a variety of IT projects
- Ensuring the security and privacy of networks & computer systems. Observing and promoting information security protocols
- Administer, deploy and maintain all end-user IT devices (such as computers, laptops, tablets, printers, mobile phones, scanners etc.)
- Support maintenance of server room equipment, including back-up devices, switches, routers, servers
- Travel to various locations as and when required for issues that cannot be resolved remotely
- Liaise with third-party support and equipment vendors
- Develop and maintain inventory of all computers, monitors, keyboards, hard drives, and other components and equipment
- Setup and monitor Backup and DR IT process to ensure business continuity
- Engage with internal and external auditors to support the review and execution of control procedures
- Documentation and retention of all the processes and procedures for given tasks/projects

### Required Knowledge, Skills and Abilities

- Windows clients and servers (physical and virtual)
- Proven support of Mainstream Applications, including Microsoft Office
- Helpdesk ticketing systems (ticket lifecycle, ITIL basics)
- Demonstrated ability to create clear and concise documentation, end-user guides, how-to guides, technical process guides
- TCP/IP networking - basic principles and active troubleshooting
- Backup & DR technologies (e.g. Veeam Backup)
- Office 365 - knowledge including Teams, Exchange Admin & SharePoint.
- Knowledge of Active Directory, including Group Policy Manager



- Experience working with hardware vendors and 3rd party service providers
- Excellent communication skills to help troubleshoot end-user queries.

### **About you**

- At least 3 years of experience as a support engineer within an enterprise environment
- Tertiary qualification in IT and/or extensive practical experience
- Good communication skills and understanding of user needs
- Full professional proficiency in English and Finnish. Knowledge of Swedish is also beneficial.
- Enthusiastic and strongly motivated
- Demonstrated ability to troubleshoot technical problems
- Proven ability to prioritize and deliver to challenging deadlines
- Ability to travel to remote sites for provision of IT services and perform maintenance.
- Great team player
- Driving license is required.

### **Looking for further details?**

- This is an excellent opportunity for a motivated and skilled person looking to develop a career within an international company.
- Candidates interested in this opportunity should apply by providing the cover letter and resume of full details of relevant experience for this position.

Send your application and CV in English to [Satu.Mustonen@alsglobal.com](mailto:Satu.Mustonen@alsglobal.com)

Possible questions can be sent to IT Operations Director Ajvinder Uppal at [Ajvinder.Uppal@alsglobal.com](mailto:Ajvinder.Uppal@alsglobal.com)