

Bird & Bird

Bird & Bird is an international law firm with a focus on organisations being changed by or creating technology and the digital world. We combine exceptional legal expertise with deep industry knowledge and refreshingly creative thinking to help clients achieve their commercial goals. We have over 1300 lawyers in 29 offices across Europe, the Middle East and Asia-Pacific with a strong presence in the Nordics. As an employer, we are proud of our professional, efficient and friendly working environment and we are committed to fostering this culture. We currently employ over 100 legal and client service professionals in our Helsinki office. In our recently conducted employee survey, 90% of our employees recommended us as an employer. To find out more, visit www.twobirds.com.

Are you our new IT Support?

We are looking for a hands-on and customer-oriented IT Support to join our business services team in Helsinki. If you're passionate about providing employees with the tools they need to do the best job possible, you're a technology enthusiast looking for excellence in your job and want to work in an international law firm - then check out this role.

As an IT Support you will provide top-class support to our employees. You will be based in the Helsinki office while collaborating with colleagues across the Nordics and our other international offices. You will work 3-5 days per week as agreed mutually. We are keen to hear your thoughts on the working time.

In this role you will be taking responsibility for e.g.:

- Providing daily support on all IT devices such as PCs, laptops, mobile devices, scanning, printing, fixed telephony and all related technologies, conference room technics and software
- Focus on excellent customer service and support with a proactive, hands-on approach towards the end user in the Helsinki office
- Troubleshooting and resolving issues with hardware, software and third-party tools
- Coordinating and/or performing hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
- Taking ownership of user problems and being proactive when dealing with user issues
- Directly own/support/improve our audio/video and video conference systems
- Implementing firm-wide ICT related initiatives in our Helsinki office

Your profile:

- 3+ years' of IT support experience
- You love helping people
- You are proactive and don't wait for problems to appear, but try to solve them before they arise
- Excellent service oriented communication skills and confident with dealing with all levels of employees and situations
- Due to the international working environment we require fluency in English and Finnish
- Ability to help employees solve hardware and software problems across Microsoft and Apple products
- Ability to work well both as a team member and individually
- Prior experience in PC management is valued

- Knowledge of hosted productivity and communications applications, for example Cisco Webex and Cisco VOIP and the ability to train and help employees on their use
- Ability to learn quickly and adapt to new technologies
- Excellent problem solving and analytical skills and ability to explain solutions in a simple way to end users
- Experience in using Microsoft Windows 10 and Office 2010 and 365

We offer our employees an inspiring, supportive and professional working environment. We love to see you being you. We emphasize our values of quality, innovation and collaboration in our everyday work. Bird & Bird Finland was recognized by Corporate Spirit as one of the most inspiring workplaces of 2018 which signals a very high employee engagement level. We strongly support training and development activities for our staff and we promote a flexible working environment, including work-life balance and remote working.

For more information, please contact HR Manager Maija Fast by email maija.fast@twobirds.com or by phone at +358 9 622 6670 on 5th June between 3 pm and 4 pm.

Interested in joining us? To apply, please send your application and CV with a salary request by 12 June 2019 to careers.helsinki@twobirds.com with "IT Support" in the email title. We will start reviewing applications as they arrive. All applications are treated in confidence.



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