



# Jarno Nousiainen

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System Specialist

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## Profile

Experienced and solution-oriented system specialist with over 20 years of experience in IT infrastructure maintenance, development, and user support.

Specialized in Windows environments, workstation-related services, Active Directory, virtualization, server management, and user administration.

Strong practical experience in managing the workstation lifecycle, software updates, application support, and technical user assistance – both on-site and remotely. I enjoy working independently or as part of a team. I continuously develop my skills and stay up to date with technological advancements.

I am known for my collaboration skills and clear communication with different types of users and stakeholders.

## Work Experience

**System Specialist | Careeria Oy, Porvoo | 01/2021 – 05/2025**

- Support and development of IT systems
- Daily technical support for staff and students (workstations, printers, login issues, Office 365)
- Windows desktop support, software installations, handling user support requests
- System maintenance, projects, and rollouts

**System Specialist (Infrastructure Team) | iTaito Oy (now Dustin Group), Vantaa | 01/2013 – 12/2020**

- Maintenance and development of client environments
- Project implementation and solution design
- Virtualization, Active Directory, security, desktop support, and application deployment

**System Specialist | ONH IT Services, Helsinki | 10/2012 – 12/2012**

- Project-based work in client environments (workstations, access rights, software)

**System Specialist (IAM) | Aalto University, Espoo | 12/2011 – 10/2012**

- Management of identity and access management systems
- Active Directory, DNS, Group Policy, access rights management

**System Specialist | QPR Software Plc, Helsinki | 09/2002 – 12/2011**

- Comprehensive management of IT infrastructure
- Windows servers, desktop support, Exchange, Hyper-V, SQL
- On-site support, networking, documentation, and IT projects

**IT Support Technician | Kustannusosakeyhtiö Tammi, Helsinki | 10/2000–12/2001**

- Hardware installations, Windows workstations, software and OS support
- Daily user support and troubleshooting

## **Education**

- Vocational Qualification in Information and Communications Technology (Careeria, Porvoo – 2020)
- Basic Qualification in Information Technology (Järvenpää Vocational School – 1999)
- Electrical Safety Training (SFS6002), Careeria, Porvoo – 14.01.2025

## **Skills and Technologies**

- Windows desktops (Windows 3.11 – Windows 11): installation, maintenance, troubleshooting, user support
- Microsoft Azure, VMware, Hyper-V: cloud and virtualization environment management
- Windows server environments (NT – Windows Server 2022), Active Directory, Group Policy, DNS
- Linux environments (Ubuntu, Red Hat): workstations and servers, command-line operations, software and user management, server configurations
- Office 365, Exchange, SQL Server
- Networking devices, firewalls, backups

- IT support and customer service

## Languages

- Finnish – native
- English – excellent working proficiency
- Swedish – basic skills

## Courses and Certifications

- Microsoft Azure Administrator (AZ-104), 2021
- VMware vSphere Fast Track, 2013
- Server 2008 Active Directory Services, 2009
- SQL Server Administration, 2007
- Microsoft Certified Professional, 2003