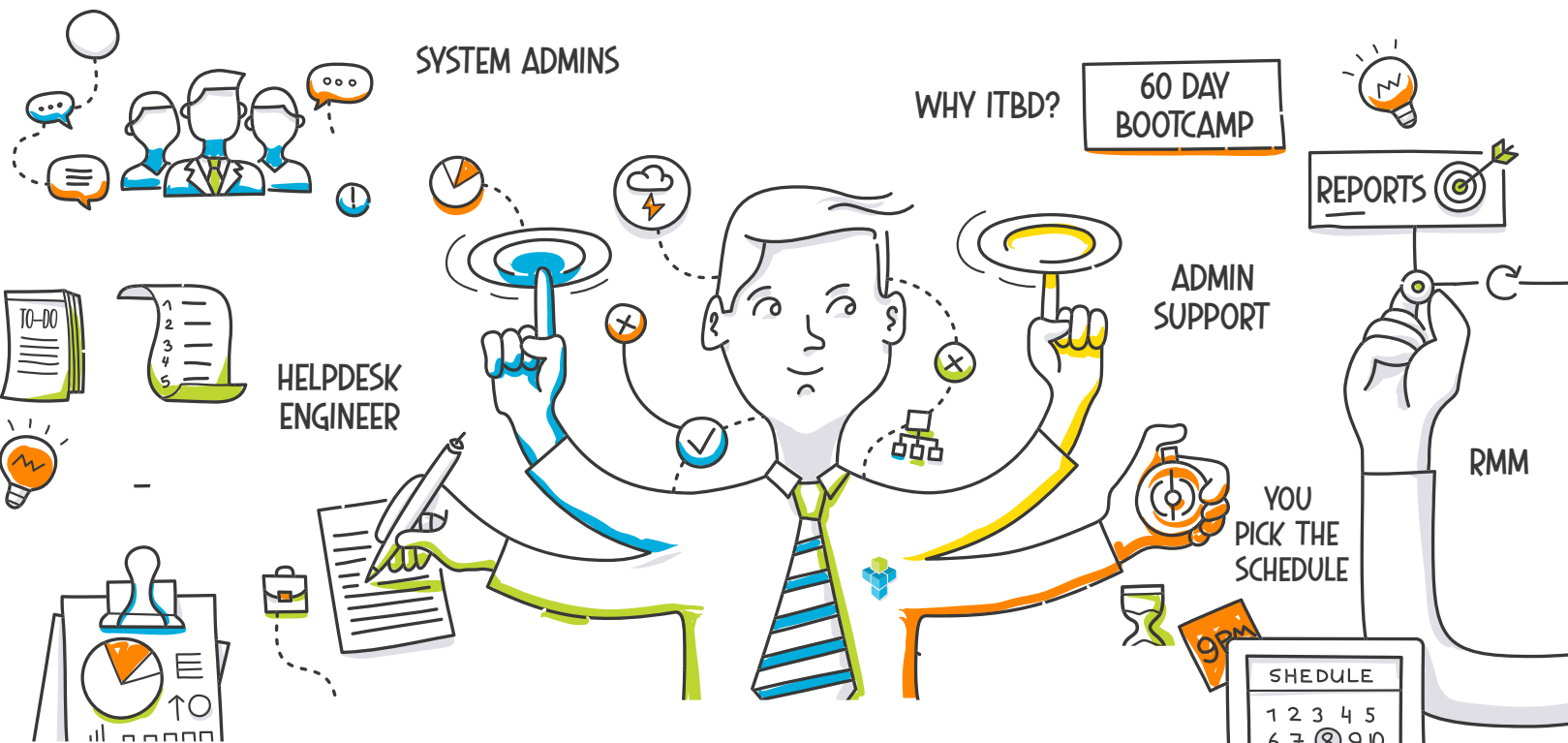# MSP Dedicated Engineers

Solving the Talent Crisis for MSPs

As your talent partner, we find and train your next MSP team member. Our talent is university educated, trained in technology as well as MSP tools and processes during our "MSP Way" boot camp. We deliver the talent you need when you need it—ready to go from Day 1. Flexible agreement terms—1,2 or 3 years—help control payroll costs with reduced rates that help create predictability in your MSP budget.

🚀 Helpdesk Engineers

- Desktop operating system maintenance, troubleshooting, and diagnosis
- Desktop connectivity troubleshooting
- Application installation and support
- Printer installation and support
- Client VPN installation and support
- Microsoft Office Suite support
- Desktop anti-malware administration and resolution

⚙ Senior Helpdesk Engineers

- Helpdesk Engineers + Active Directory user management and troubleshooting
- Exchange / Office 365 user management and troubleshooting
- Firewall / backup maintenance and troubleshooting

System Administrator

- Windows server support
- Advanced desktop troubleshooting
- Windows Server administration
- Active Directory administration
- Office 365 administration
- Microsoft Exchange 2010 and higher administration
- Backup administration
- LAN/WAN troubleshooting and diagnosis
- Basic private and public cloud administration
- Server and network alert management and remediation
- Anti-malware administration and resolution

Technology Experts (SME)

- Subject matter expert in cloud, networking or security
- General systems administrator
- Knowledge in complex migrations
- Special order only

NEED ADMINISTRATIVE SUPPORT ?

Filling gaps in your operational team with our administrative support reps

Keep your MSP running smoothly while reducing payroll with three administrative staffing options that enhance both customer service and business operations.

BOOKKEEPING

REPORTING

SCHEDULING

HUBSPOT

RESEARCHING

Associate Service Coordinator

If your focus is on creating and maintaining strong client relationships, our Associate Service Coordinator will work directly with your clients to determine their unique goals and ensuring needs are met to deliver exceptional customer service.

Services Include:
- Onboard new clients
- Track monthly invoices
- Review tickets
- Support QA and seamless customer communications
- Create marketing campaigns

We'll train them in:
- ConnectWise PSA
- BrightGauge
- HubSpot

Virtual Assistant

CEOs must focus on driving strategy and developing partnerships to grow their business. By coordinating and prioritizing calendars, communications and other logistics, your virtual assistant allows you to focus on business development.

Services Include:
- Email management
- Meeting coordination
- Reports
- Bookkeeping
- Documentation
- Meeting & event logistics
- Data management

We'll train them in:
- ConnectWise Marketing Mgr. and other PSA tools
- HubSpot
- Office management software
- ConnectBooster

Research Assistant

Under the supervision of your research project leaders, our research assistants can accelerate research activities such as new market demographics to support lead gen efforts, competitor insights, organization and analysis of data, and more.

Services Include:
- Market demographic research
- Lead generation analysis
- Competitive landscape research
- Reporting
- Data management

We'll train them in:
- ConnectWise Marketing Mgr. and other PSA tools
- HubSpot
- Zoom Info