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| Shahjalal University of Science and Technology, Sylhet. |
| A short document on |
| IT support for office management |
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**IT TECHNICAL SUPPORT DEPARTMENT:** Types of IT Support Services by Level  
IT support is tailored to the needs of the specific company. Here is an overview of the different tech support Levels and types of support you can expect to receive from each.  
  
**Level 0 - Self help**

At this level, users can retrieve support information themselves, typically involving minimal assistance from an IT professional. This involves running search queries, pulling information from websites, FAQs, technical manuals, blog posts, app pages, service catalogs, knowledge base articles, and potentially even chat bots**.**

**Level 1 – Help Desk / Service Desk**  
This is your first line for direct tech support. These are your Helpdesk Operators, IT Call Desk support, First Line Support Engineers, and First-Line Network Support Analysts. Users interact through the phone or web (sometimes chat only) with an IT professional and then receive support for basic issues, known problems, and service requests. Your first-line support provider should have a broad range of general knowledge. This will allow them to quickly resolve most basic user problems so the user can get back up and running with minimal downtime. The service desk technician may use [remote support technology](https://www.beyondtrust.com/remote-support) to take remote control of your computer at this stage.

**Level 2 – Technical Support**  
Level-two technical IT support will have more in-depth, specialized knowledge and experience with the product or service that aligns with the incident. They are most likely to be Second-Line Support Engineers, Customer Support Technicians, and Desktop Support Analysts. Typically, the incidents addressed at this level require more technical expertise. Having [the right IT support certifications](https://www.beyondtrust.com/blog/entry/5-must-have-certifications-for-support-professionals) in this scenario is a must. Here, your technical support personnel will assess the issue and provide a solution. This process may entail multiple conversations between the technical IT support technician and the client. IT services may need to take remote access control to fix the problem.

**Level 3 – Expert Product and Service Support**This is where the highest technical resources are accessed for incident resolution. These support staff are the most highly skilled product and service specialists, including Network Specialists, Server Engineers, Third-Line Support Engineers, and the engineers, programmers, and even the chief architects who created the product or service. They will attempt to duplicate the problem to define the root cause and issue a new fix. Once the fix is issued, it will be documented for future use by Level-one and -two customer support technicians.

**Level 4 – Outside Support**  
  
Level four IT support involves preferred vendors and business partners who are contracted from outside the organization to provide support for items that are not directly serviced by the organization. This might include things like printer support, vendor software support, machine maintenance, and depot support.

**What types of issues are resolved by IT support?**  
1. Troubleshooting hardware, software, server maintenance, and other tech issues  
  
Most offices now require employees to access multiple different hardware and software tools during day-to-day operations. Tech support teams will help ensure servers remain operational and properly maintained. They will also ensure that any endpoints and applications are operating properly to avoid interference with efficiency or uptime.

2. Viruses, malware, security breaches  
  
IT support is the frontline defense for implementing [cybersecurity solutions](https://www.beyondtrust.com/resources/glossary/cyber-security) that can prevent cyberattacks and mitigate the risk when a breach does occur. Such support activities include:  
Performing network monitoring and security - controlling access to a business’s network by issuing and removing authorization as needed, building firewalls, installing antivirus software, installing VPNs, updating security patches, and performing regular network checkups.

3. Data backups  
Your service desk may manage the information backup services that protect your business in the event of a breach, power outage, or system failure. They may manually or automatically run file backups, server backups, and even desktop backups. They will also test back-up sets to make sure the information can be recovered in its entirety. This protects against information loss and ensures data security. For instance, in the event of a breach, a secure backup can help jumpstart operations. Data backups can be managed:

* In the Cloud
* On-premises servers
* Off premises servers
* Hybrid/combination

4. Password Recovery and Access issues  
  
These can impact internal- or external-facing IT customers. Let’s face it, everyone has a lot of passwords to remember. A help desk technician can help when an employee can’t get logged into their PC, email account, etc. They can reinstate user rights or reset your password for you if the problem was as straightforward as a forgotten password. If there is something more complex going on, they can investigate and provide a solution.

Why IT technical support is the future of customer service?  
   
Majority of the companies in software and telecom domain have now discovered the option of fetching the advice from the expert on IT technical support at a fraction of the price they usually were changed with the advantage of the skilled resources who speak the same language as theirs.

**IT Infrastructure and Emerging Technologies:**

Learning objectives:

* What is IT infrastructure and what are the stages and drivers of IT infrastructure evolution?
* What are the components of IT infrastructure?
* What are the current trends in computer hardware platforms?
* What are the current trends in computer software platforms?
* What are the challenges of managing IT infrastructure and management solutions?
* **IT infrastructure:**
  + **Set of physical devices and software required to operate enterprise**
  + **Set of firm wide services including:**
    - Computing platforms providing computing services
    - Telecommunications services
    - Data management services
    - Application software services
    - Physical facilities management services
    - IT management, education, and other services
  + **“Service platform” perspective**
    - More accurate view of value of investments