**Tier Structure**

Corporations define technical support roles in tiers; generally, there are four tiers, as detailed in Table 1-2. Each of these four tiers can also have its own tier struc-ture. The tier position that we are concerned with is tier 1, which is highlighted in the table. The employees in the corporate tier 1 group are also categorized in three additional internal tiers. The internal tier 1 employees usually provide front-line support, and internal tiers 2, 3, and 4 accept escalations. These roles are defined in more detail in the section “Telephone Call Centres” later in this chapter. Your position in the corporation will be in the tier 1, help desk position.

|  |  |
| --- | --- |
| **Tier** | **Description** |
| Tier 4, architect | Strategic: Analyses and designs enterprises. |
|  | Makes budget and purchasing decisions. |
|  |  |
| Tier 3, engineer | Tactical: Analyses and designs within a single |
|  | technology and implements the technology. Handles |
|  | complex troubleshooting, including escalations |
|  | from administrators. |

**Table 1-2 An Overview of the Corporate Tier Structure**

|  |  |
| --- | --- |
| **Tier** | **Description** |
| Tier 2, administrator | Operational: Provides day-to-day server and soft- |
|  | ware troubleshooting. Performs operating system |
|  | management and support. |
|  |  |
| Tier 1, help desk | Support: Supports day-to-day client operating systems |
|  | applications, and hardware troubleshooting |
|  | Follows prescriptive guidelines and provides |
|  | end user phone support. |