Engineer Support

System Administration

7 achievements

Connect the parts of your system

The work collected under “System Administration” shows one part of a working system. We can help connect that part to the rest of your operation. Hiring, onboarding and coaching, so the knowledge settles with your own people rather than leaving with a consultant.

Explore our services Get in touch →

Find a comparable challenge

Follow an example that resembles your situation. Its review describes the decisions behind the result, beyond the technology label. Established a Technical Support department — 10,000 clients served by a support department built from scratch

Established a Technical Support department Get in touch →

Established a Technical Support department

Established a Technical Support department, servicing over 10,000 clients with IT support and troubleshooting solutions, tracking client requests in a CRM.

Managed a team delivering IT support

Managed a team delivering IT support, data recovery, and hardware repair services to over 1,000 clients, ensuring high-quality service.

Configured and deployed 1,000 Wi-Fi routers

Configured and deployed 1,000 Wi-Fi routers, improving network accessibility and performance for clients.

Managed 4,000 computer repairs

Managed 4,000 computer repairs, ensuring rapid and effective resolution of hardware and software issues.

Ran 24/7 support for ~1,000 IPTV/OTT servers

Provided round-the-clock 24/7 infrastructure support for an IPTV/OTT streaming platform, administering ~1,000 servers plus client-owned systems for global customers in China, the US and Germany.

Recovered data from SD cards, HDDs, SSDs and RAID

Performed data recovery across a wide range of media — SD cards, HDDs, SSDs, RAID arrays, external drives and Mac systems.

Diagnosed and repaired laptop hardware

Diagnosed and repaired laptop hardware — screens, hinges, keyboards, trackpads, motherboards and power — and resolved software issues across Linux, Windows and Mac.

Focus the engineering effort

Bring the decision, the people affected and the options already considered. We can make the tradeoffs explicit and leave a documented recommendation.

See what it costs Get in touch →

Put the subject in your context

Tell us how “System Administration” appears in your own system. We can help choose the relevant service and define the work around it.

Explore our services

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