



L1 Technical Support

Capability Guide

The right technical capacity for the repeatable work that consumes your team's day.

FRACTIONAL BY DESIGN

Start with the workload. Not another full-time headcount.

Use this guide to see the practical work this technical level can own for your MSP — from a few hours a week to a defined coverage window or project block.

01 • THE WORKLOAD

What can you hand us?

The value of fractional support is simple: you do not have to create a 40-hour position just to get important work completed.

"Give us the queue, the alerts and the routine work your senior team should not be doing."

Morning coverage Review overnight tickets, alerts, backups, endpoint health and follow-ups before your core team starts.	Queue relief Work routine tickets, clean up aging requests, follow up with users and keep the PSA moving.
After-hours window Cover a specific period such as 7 PM–9 PM, 10 PM–12 AM, or another agreed schedule.	Backlog recovery Take a defined ticket, alert, documentation or maintenance backlog and work it down.
Project capacity Add engineering hours for migrations, deployments, upgrades, cleanup or documentation.	Specialized gap Bring in M365, identity, server, network, backup or infrastructure skills only where the workload requires them.

No task is too small if it saves your team time.

Password resets. Ticket follow-ups. Backup checks. RMM alerts. Documentation. User onboarding. Patch reviews. Queue cleanup. Vendor follow-ups. A few hours of work can remove a surprising amount of friction from an MSP operation.

What this L1 engineer can own

PSA / Service Desk

- Monitor assigned PSA queues, ticket backlogs and SLA timers.
- Categorize, prioritize, assign and update incoming requests.
- Work routine tickets through documented procedures and approved changes.
- Follow up with users, vendors and internal teams to keep tickets moving.
- Clean up stale, duplicate and aging tickets; close completed work correctly.
- Prepare complete escalation notes so L2/L3 does not restart troubleshooting.

End User & Endpoint Support

- Password resets, account unlocks and routine access requests.
- Microsoft 365, Outlook, Teams and OneDrive first-line troubleshooting.
- Windows workstation, printer, peripheral and application troubleshooting.
- Software installation, endpoint checks and standard configuration changes.
- User onboarding/offboarding tasks using approved checklists.
- Basic connectivity, Wi-Fi and remote-access troubleshooting.

RMM, Monitoring & Backup Operations

- Review RMM alerts, offline devices, failed services and endpoint-health warnings.
- Work approved remediation scripts and standard corrective actions.
- Review patch status, reboot requirements and recurring endpoint alerts.
- Review backup alerts, missed jobs, failed jobs and storage warnings.
- Perform documented first-level backup/monitoring remediation and escalation.
- Identify noisy or recurring alerts that need higher-level attention.

The small work matters — and so does the big work

Fractional capacity works best when the responsibility is explicit. The list below is intentionally broad: assign the repeatable tasks, the operational ownership, or the technical outcome that your team does not have enough time to handle.

Examples of work

- Clear an overnight queue before the MSP team starts.
- Review dozens of tickets and separate routine work from true escalations.
- Perform password resets, account unlocks and basic M365 requests.
- Follow up on tickets waiting for users and clean up aging queues.
- Review backup failures and document status for the next engineer.
- Review RMM alerts, endpoint health and patch status.
- Perform standard workstation and application troubleshooting.
- Prepare clean L2/L3 escalation packages with symptoms, actions and business impact.
- Handle a defined evening coverage window.
- Own a specific customer queue for a small weekly commitment.

Common technology areas

PSA / ticketing	RMM / endpoint tools
Microsoft 365	Windows
User identity / MFA	Basic networking
Printers / applications	Monitoring
Backup platforms	Remote support

Use the hours where the workload actually exists

Morning queue	2 hrs/day	Overnight tickets, alerts, backups, user follow-ups and escalation preparation.
Ticket relief	10 hrs/week	Routine tickets, queue cleanup, documentation and user follow-ups.
After-hours	7–9 PM	Defined ticket and monitoring coverage while the internal team is offline.
Backlog sprint	20 hrs	Focused cleanup of aging tickets, routine work and operational backlog.

A practical after-hours model

Your internal team finishes for the day. You still have a defined workload: monitoring, backup review, ticket triage, routine maintenance, documentation or escalation preparation. A fractional engineer covers that window so the next morning starts with less operational noise.

Land → prove → expand

Start with the responsibility you actually have. Prove the value. Add hours or scope only when the workload justifies it. A dedicated technician can be the graduation step — not the starting commitment.

Simple engagement. Clear ownership. Clean escalation.

1. Tell us where you need help.

Give us the queue, task list, project, coverage window or technical gap.

2. Match the workload to the right level.

We align the responsibility to L1, L2 or L3 and establish the tools, access and procedures.

3. Start with the hours you need.

A few hours a day, a defined weekly block, a coverage window or a project block.

4. Escalate with context.

Complex issues move upward with documented findings, actions taken and business impact.

Escalation principle

When an issue exceeds the agreed L1 scope, the engineer passes the ticket upward with symptoms, troubleshooting performed, relevant logs/screenshots, actions already taken and business impact.

Scope and capability

Capabilities vary by assigned engineer and client environment. Responsibilities are scoped around the MSP's tools, procedures, access requirements and technical outcomes.

Why this model works for growing MSPs

Solve the workload first You do not have to guess whether a full-time hire is justified. Start with the work in front of you.	Protect senior engineering time Move repeatable operational work to the appropriate technical level so senior staff can focus on engineering, clients and growth.
Create coverage without another FTE Use defined hours, windows or project blocks instead of paying for capacity you do not need.	Scale after proof If the workload grows, increase hours, responsibility or technical level based on actual demand.

Need a few hours of this capability?

Tell us what is piling up. We'll help define the work, match the right technical capacity and start with the hours you actually need.

Need a Few Hours of Help?

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