



L2 Technical Support

Capability Guide

The right technical capacity for the problems that need more than routine service-desk work.

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 complicated tickets that are consuming the people you actually need focused on engineering."

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 L2 engineer can own

Microsoft 365 & Identity

- Exchange Online and Outlook troubleshooting, mailbox and mail-flow investigation.
- Shared mailbox, distribution group and licensing administration.
- MFA, authentication, Entra ID and access troubleshooting.
- OneDrive, Teams and SharePoint access/service troubleshooting.
- Active Directory user, group, GPO and account-lockout troubleshooting.
- Hybrid identity and synchronization issue investigation.

Servers, Applications & Endpoints

- Windows Server service, performance and event-log troubleshooting.
- Disk-space, CPU/memory, scheduled-task and service failures.
- File/print services and application-service troubleshooting.
- Endpoint management, patching and application deployment issues.
- Investigate recurring endpoint/server incidents and identify likely causes.
- Perform approved configuration and remediation changes.

Networking, RMM & Backup

- DNS, DHCP, VPN, routing, VLAN and connectivity troubleshooting.
- Firewall rule, NAT and remote-access troubleshooting within approved scope.
- RMM agent, automation, monitoring and patch-failure investigation.
- Backup job failures, repository/storage issues and recovery-point checks.
- Coordinate technical vendor escalations with useful evidence.
- Document resolutions and update the knowledge base/runbook.

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

- Investigate recurring Microsoft 365 or Outlook issues instead of passing them back to L1.
- Troubleshoot AD/Entra ID access, authentication and synchronization problems.
- Investigate Windows Server services, performance, disk and application failures.
- Troubleshoot VPN, DNS, DHCP and network connectivity problems.
- Work RMM agent, automation, patching and monitoring issues.
- Investigate backup failures and coordinate vendor escalation where needed.
- Perform approved M365, server, endpoint and network configuration changes.
- Take a complex ticket queue for a defined number of hours each week.
- Provide evening coverage for technical tickets that need more than basic triage.
- Free senior engineers from recurring L2 work so they can focus on projects and clients.

Common technology areas

Microsoft 365 / Exchange	Entra ID / Active Directory
Windows Server	Networking / VPN / DNS
RMM / monitoring	Backup platforms
Endpoint management	Firewalls / NAT
PowerShell / automation	Vendor workflows

Use the hours where the workload actually exists

Complex queue	10 hrs/week	Own L2 tickets, investigations, remediation and escalation preparation.
M365 specialist	5 hrs/week	Mailbox, identity, access, licensing and service troubleshooting.
After-hours L2	7–9 PM	Troubleshoot technical issues after the primary service desk closes.
Backlog sprint	20 hrs	Resolve an accumulated L2 queue or recurring technical problem set.

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

L2 owns the technical investigation and escalates to L3 when the issue requires architecture-level judgment, complex infrastructure changes, critical-incident leadership or deeper root-cause analysis.

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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