Engineer

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.

2003 – 2014

1,000

clients served with support, recovery and repair

Situation. The company was the place a large base of clients came to when their IT broke — support, data recovery, hardware repair, the full spread. Meeting that kind of steady, unglamorous demand isn't about heroics; it's about having a team that runs well day after day, because the work never really stops coming.

Task. Managing the team that delivered all that was the job, and keeping the quality consistent whether it was a quiet week or everything arriving at once.

Action. The team ran IT support, data recovery and hardware repair for over a thousand clients. A lot of that was the organising underneath — making sure work got picked up and not dropped, setting a standard for what "fixed" actually meant so people weren't getting half-repairs back, and keeping the team effective when the backlog was long. Data recovery especially is work you can't be casual about; it's usually someone's photos or their business sitting on that drive, and they're already having a bad day by the time they reach you.

Result. The team served over a thousand clients and built a real reputation for reliable service. In that kind of business the reputation is everything — people come back, and they tell others, precisely because the last time something broke you actually sorted it.

Bring this experience to your project

Use “Managed a team delivering IT support” as a starting point for a similar challenge in your organisation. The services behind this work are available for your project. Hiring, onboarding and coaching, so the knowledge settles with your own people rather than leaving with a consultant.

Explore our services Get in touch →

Look behind the result

Read the situation, decisions and result in this example. We can discuss which parts transfer to your constraints and which need another approach. Managed a team delivering IT support — 1,000 clients served with support, recovery and repair

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Need dependable IT support for your clients?

Talk through your project with the engineer responsible for delivery. We agree the scope, price basis and handover in writing before work begins.

Role context: Software Engineering Manager. It draws on Team Leadership, Mentoring & Coaching, Stakeholder & Reporting and System Administration. And while you are here, we are rather good at Team Building & Mentoring, IT Support & Helpdesk and Hardware Repair & Data Recovery.

Get in touch Explore our services

One piece of **a longer record** — and it is all on this site.

Every entry is written the same way: the situation, the task, what we did and what changed.

See the whole record

Define the improvement you need

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 →

Need dependable IT support for your clients?

Ask about the decisions behind “Managed a team delivering IT support”. You will speak with the people who can explain the work and assess your own project.

Explore our services

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Take this page with you

Contact card

Carefully Crafted With Love by D.

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