TIER 1 / TIER 2 SERVICE DESK
QUALIFICATIONS OVERVIEW

splice™

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At Splice, we are dedicated to delivering consistent, efficient, and high-quality service desk support to each organization we serve. We believe that the quality of service is dependent on the qualifications, knowledge, experience, and attitude of the people providing it, and make hiring and retaining high-quality engineers our top priority. For many customers, our Tier 1 and Tier 2 Technical Engineering Center (TEC) staff are the "first line" of technical support, and we depend on these staff members to represent both Splice and our partners on a daily basis. The purpose of this document is to provide an overview of the qualifications offered by our Tier 1 and Tier 2 TEC staff and to enable Splice to better articulate the value we provide to your customers.

TEAM OVERVIEW

The Splice TEC is fully-staffed by 100+ certified, English-speaking, and highly-qualified engineers who are dedicated to delivering a world-class customer experience. We maintain TEC locations in top IT talent pools throughout the United States (e.g., Rockville, Maryland; Baltimore, Maryland; Scottsdale, Arizona; New York, New York) for geographic redundancy. We also leverage proven, repeatable service processes and escalation protocols based on ITIL® and Help Desk Institute (HDI) standards to ensure that each IT issue is escalated quickly and resolved efficiently.

Splice Tier 1 and Tier 2 service desk engineers offer the following qualifications:
- 2+ years of experience in a customer-facing technical support role
- An Associate's or Bachelor's degree in a related field and at least 1 applicable certification
- Stellar communication and the ability to speak clearly and explain complex technical concepts and issues to non-technical users both over the phone and in writing
- Strong technical aptitude and hands-on experience with the following technologies: Windows Server, Exchange Server, Active Directory, Firewalls, DNS, DHCP, VMware, Office 365, Microsoft Office Application and Microsoft Office, Citrix, Macs
- A true passion and drive for creating an unmatched customer service experience

TRAINING

At Splice, we believe that the tools we provide our engineers through training and professional development are just as important as hiring the right people. Each new service desk engineer undergoes a standardized 3-week training program. The first week is focused on introducing the engineer to the company and creating a basic foundational knowledge of the systems, toolsets, procedures, and documentation they will need to succeed. The second week focuses more in-depth on the technical skills, best-practices, and soft skills relevant to their specific role. Finally, the third week focuses on job shadowing and practical application of these skills.

TRAINING

To ensure that our Tier 1 and Tier 2 engineering staff are fully prepared to support each assigned customer's unique environment, we also provide customer-specific training during the service transition process. We work closely with your organization to design a customized service desk support manual which defines critical operational and communication parameters necessary to efficiently support your team (e.g., contracted support locations, common issues and solutions, key staff, relevant network information, support escalation procedures). The manual also defines phone etiquette and greeting, service desk incident scope and limitations, call duration thresholds, and incident escalation procedures, as applicable. A copy of the manual is stored on a secure network location and critical aspects are incorporated into our internal tracking system.

CERTIFICATIONS

The following table provides a limited selection of the certifications held by our Tier 1 and Tier 2 support staff.

MICROSOFT
- Microsoft Certified IT Professionals (MCITP)
- Microsoft Certified Systems Administrators (MCSA)
- Microsoft Certified Systems Engineers (MCSE)
- Microsoft Certified Desktop Support Technicians (MCDST)
- Microsoft Certified Specialist (MCS)

CISCO
- Cisco Certified Network Associates (CCNA)
- Cisco Certified Network Professionals (CCNP)
- Cisco Certified Design Associates (CCDA)

VMWARE
- VMware Certified Professional (VCP)
- VMware Certified Advanced Professional (VCAP)
- VMware Certified Associate (VCA)

APPLE
- Apple Certified Suport Professional (ACSP)
- Apple Certified Associate (ACA)

COMPTIA
- CompTIA Healthcare IT Technician
- CompTIA Security+
- CompTIA Network+
- CompTIA A+