



TechResolve – Staff Augmentation FAQ

1. What types of staff augmentation services does TechResolve offer?

We provide **hourly, part-time (20–30 hrs/week)**, and **full-time (40 hrs/week)** IT support professionals.

Roles include Tier 1 IT support technicians and hybrid on-site/remote end-user support technicians.

2. What skills can TechResolve technicians support?

TechResolve Tier 1 technicians commonly support:

- End-user workstation troubleshooting (Windows/Mac)
- Ticket triage & queue management
- Password resets & MFA assistance
- Printer, network & application triage
- Onboarding/offboarding
- Basic device setup, imaging & configuration
- Escalation coordination with Tier 2/3 teams

Each technician's skills are summarized in a Technician Profile before assignment.

3. How quickly can TechResolve place a technician?

Most placements occur within **5–10 business days**, depending on availability and the required skill set.

Full-time placements may require additional time for vetting.

4. Do you offer both on-site and remote technicians?

Yes. Our hybrid model includes:

- **Weekly on-site visits** (minimum 4 hours)
- Additional on-site visits as needed
- Remote support coverage for remaining scheduled hours

All on-site visits must fall within the defined **10-mile radius** unless otherwise agreed.

5. What is included in the monthly 20-hour or 30-hour subscription?



- A dedicated Tier 1 technician
 - Weekly scheduled on-site visit
 - Remaining hours delivered remotely
 - Ticket triage, troubleshooting & end-user support
 - Clear reporting and weekly time summaries
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6. Do you provide full-time staff?

Yes. TechResolve provides **full-time (40 hrs/week)** personnel for long-term assignments. Full-time roles are priced using a monthly or cost-plus model and quoted individually based on scope, experience, and environment.

7. What if the technician is not a good fit?

Just let us know. TechResolve will provide a qualified replacement **within 5–10 business days** and support a smooth transition.

8. Can Client hire a TechResolve technician directly?

Yes — through our **contract-to-hire conversion process**:

- Hire within 0–6 months → 20% of annual salary
- Hire within 6–12 months → 15%
- After 12 months → No fee

This protects your investment and our workforce development pipeline.

9. Who manages the technician day-to-day?

You, the Client directs daily tasks and priorities.

TechResolve manages employment, payroll, time tracking, and performance oversight.

10. How does time tracking work?

Technicians log hours through TechResolve's timecard system.

Weekly summaries are provided for client approval and billing reconciliation.



11. What tools do technicians use?

TechResolve technicians integrate into your environment using:

- Your ticketing system (PSA/RMM)
- Your internal communication tools
- Your access control process
- Your documentation and workflow standards

We adapt to your ecosystem, not the other way around.

12. What onboarding support do you provide?

We provide a Client Onboarding Checklist covering:

- Access requirements
- On-site schedules
- Points of contact
- Escalation paths
- Documentation needs
- Tool readiness

This ensures the technician is productive on Day 1.

13. Are services available outside the 10-mile travel radius?

Yes, but additional travel charges may apply, or scheduling approval may be required. Travel beyond 30 minutes one-way may be billed at the standard hourly rate.

14. What industries does TechResolve serve?

We support:

- Managed Service Providers (MSPs)
 - Small and mid-size businesses
 - Nonprofits
 - Local agencies
 - Federal contractors (subcontracting)
 - Education and training organizations
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15. What makes TechResolve different from staffing agencies?

TechResolve is an **IT services company**, not a staffing agency.

Our differentiators include:

- Apprenticeship-trained & certified workforce pipeline
- Hybrid on-site/remote support model
- Integrated onboarding and quality oversight
- Predictable subscription-based pricing
- Strong community development mission
- Certified WOSB, HUBZone, CBE, WBENC, DBE/MBE

We deliver **ongoing operational support**, not one-off placements.

16. What certifications does TechResolve hold?

- **WOSB – SBA Women-Owned Small Business**
- **HUBZone – SBA Historically Underutilized Business Zone**
- **CBE – DC Certified Business Enterprise**
- **WBENC – National Women’s Business Enterprise**
- **DBE/MBE – DC & MD Disadvantaged Business Enterprise/Minority Business Enterprise**

These certifications enable flexible contracting pathways.

17. How do we get started?

1. Discovery call
2. Technician profile review
3. Pricing confirmation
4. SOW execution
5. Onboarding & access setup
6. Technician assignment
7. Weekly reporting begins

We can begin onboarding as soon as **SOW + initial invoice** are completed.