



Everything and the Kitchen Sink – How to Lead your IT Team to New Frontiers



Olga Detrixhe,
Sales Supervisor

Presented by





Me, me, me

- Who am I????
- Why does a salesperson talk about leading techs???



Spoiler alert

“It’s all about process....
...until it isn’t”

TECH EDGE 2022

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Who do we have in the room?

- Your organization
- What does your tech support team look like?
- 1 challenge you have

i. End user support

1. Desktops, printers, end user apps
2. O365
3. Mobile phones / apps
4. Shadow IT
5. Remote user support
6. Macs

ii. Network

1. Server - Windows, Linux, virtual / cloud
2. 3rd party applications
3. LAN/VLAN
4. Firewalls
5. Switches
6. Wireless access points
7. Remote access

iii. Connectivity

1. Internet
2. Cabling
3. Special circuits (multi-location)

iv. Voice

1. VoIP
2. POTS
3. Paging
4. Fax
5. Traditional PBX

v. Cybersecurity

1. Endpoint Protection
2. MFA & PAM
3. EDR
4. End user training
5. Backup & DR
6. SIEM
7. Inventory Management
8. Cybersecurity SOPs & Incident Response
9. Cybersecurity Insurance

vi. Physical Security / Maintenance

1. Alarm Systems
2. Fire Alarm & Sprinklers
3. Surveillance Cameras
4. Electronic Access Control
5. Smart Lights & HVAC

vii. IT Strategy

1. Processes & Procedures
2. R&D
3. Roadmapping
4. Major upgrades & implementations
5. Industry standards & best-in-class



1. CLARITY

The #1 thing people crave from a leader is to provide clarity





2. To Specialize or not to Specialize??



Are you a neurosurgeon or primary care?





3. Outsource

- What do you like doing?
- What are you good at?



Either by solution set OR level of support



Outsource like you're dating (in your 30's)

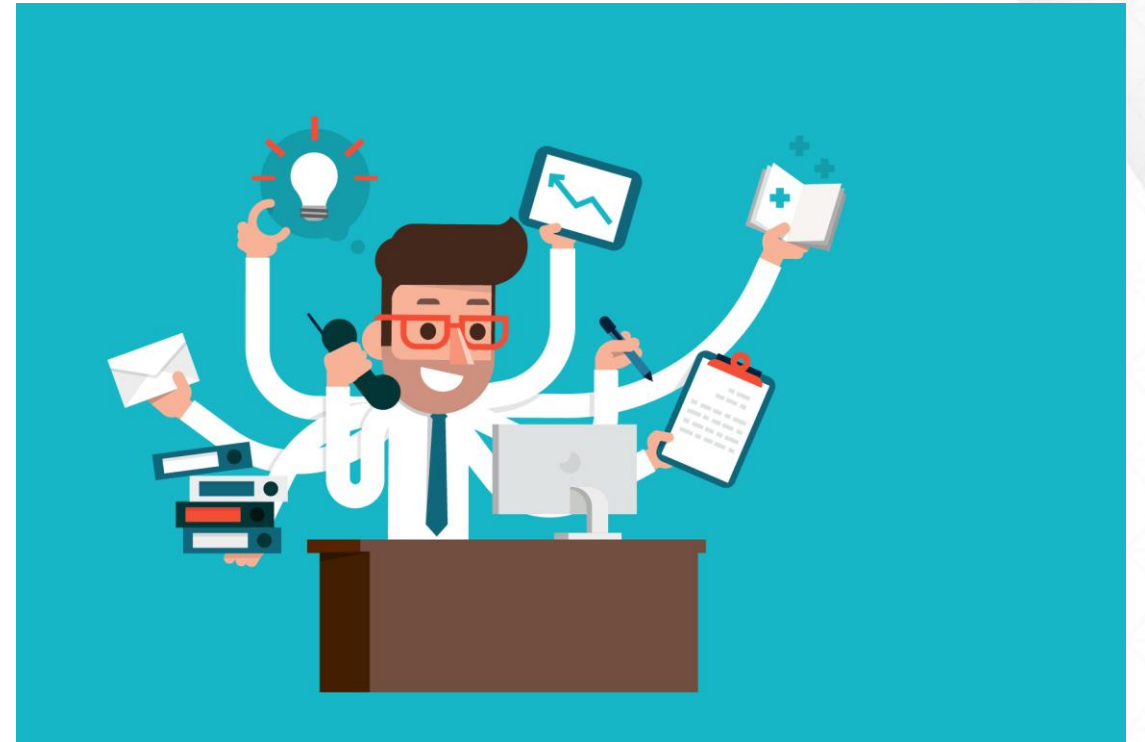


- Look for a marriage material, not a fling
- Be clear about your intentions
- Go for what's underneath, not just looks



4. Separate by Candence

- Transactional vs Long-Term
- Proactive vs Reactive
- One-time vs recurring





5. CULTURE

- Incentivize for Training
 - Career Pathing
 - Competitions
 - Prizes
- Culture Heroes

The WHY



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THANK YOU

What do you think?

Let's Chat!

Olga Detrixhe



odetrixhe@nex-tech.com



[/olga-detrixhe](https://www.linkedin.com/company/nex-tech)

