

# Meet the ramsac team: Field Support Consultant

## What is a ramsac Field Support Consultant?

Selecting a Field Support Consultant when you choose ramsac as your outsourced IT partner guarantees your users the best possible experience when interacting with your IT environment through face to face support.

## How will a Field Support Consultant look after you?

This team are our on-site extension of our remote Support Team, who provide dedicated deskside end user support based on a schedule that suits your organisation – they look after your users by:

- Providing general in-person, reactive end user IT support
- Conducting physical network troubleshooting on-site
- Being the hands-on assistance for our remote support team
- Building new machines , rebuilding existing ones and performing client machine and peripheral device hardware support
- Undertaking basic network patching, workstation cable management, and end user machine maintenance
- Being your dedicated, named Support Consultant and managing ongoing tasks across multiple visits
- Offering quick assistance for urgent matters while on-site
- Directly liaising with other named contacts looking after you
- Offering holiday cover for internal IT Support staff
- Working with your Technical Consultant to deliver projects.

**Our Field Support Consultants work well being the go-to support for clients who don't have any on-site IT support or could also easily integrate with your in-house IT team. Being aligned specifically to your organisation, they'll build strong relationships with you and your users, understanding your setup and IT environment.**

## Find out more

If this aligns with your needs for an outsourced IT partner, please don't hesitate to get in touch with us today.

Tel: **01483 412 040** email **[info@ramsac.com](mailto:info@ramsac.com)**

