



TECHNICIAN PROGRAM ASSIGNMENTS

03/25/2025

<u>BRANDON</u>	<u>BEN</u>	<u>STACY</u>
• Marketing ○ All Marketing/Social Media ○ Tech Tribe ○ Vertical Axion ○ Stamps.com • Compliance ○ Vanta/Insight Assurance ○ Kaseya Compliance Manager ○ Kaseya Network Detective Pro ○ Kaseya Vonahi Pen Testing ○ Kaseya BullPhish Training ○ Routers/Firewalls/UTM Devices • RMM Services ○ Kaseya VSA • Data Storage & Recovery Services ○ Synology NAS Devices (not Backups) ○ Local & Lab Data Recovery	• PSA Services & Inventory ○ Kaseya BMS ○ Skyware Cloud Inventory ○ N-Able Take Control • Business Productivity ○ Microsoft Office/GoDaddy ○ Controlio ○ RemotePC/Parsec ○ Nitro Pro/Adobe Acrobat • Cloud Services/Email ○ Microsoft 365 & MS Azure ○ Google Workspace ○ Nerdio/Windows 365 ○ Mail Protector/Bracket ○ Graphus ○ Encyro/Virtu Encryption ○ Kaseya Spanning	• Documentation & Reviews ○ Kaseya IT Glue/MyGlue ○ Customer Thermometer ○ Yelp (including svc requests) • Cybersecurity ○ Threatlocker ○ Saas Alerts ○ Datto EDR ○ Webroot (residential) ○ Kaseya Darkweb ID Agent ○ Prey Mobile Protection • Backup & Business Continuity ○ LifeCycle Manager ○ Backup Radar ○ Datto Backup/Endpoint BU ○ Synology Backup ○ Enveloc Backup

BRYAN: Cytracom, KaseyaOne, Kaseya Audit, OpenText MS Licensing, ConnectBooster, Webhosting & Domain Name Services, FABS AutoBackup

While all techs will have basic training and competency in all programs, the above program assignments indicate the “point person” for each of our programs. The point person for each program will focus on being the company “expert” and will be the priority tech for all training, development, and troubleshooting for each program.