



STAFF AUGMENTATION

A Guide to Shield's Staff Augmentation Solution for
MSPs, IT Teams, and Businesses to Access Expert
Talent Exactly When You Need It.



Shield
Support LLC

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Introduction

Our Staff Augmentation solution saves up to 60% on the cost of hiring additional engineers yourself.



We

- › Take on the recruitment burden and directly source suitable candidates.
- › Manage HR responsibilities.
- › Provide a secure, state-of-the-art working environment.
- › Maintain an active pool of talent, meaning should you lose your resource, your time without is drastically reduced.

You

- › Choose the people you want to join your team.
- › Schedule and manage their work as with your in-house staff.
- › Use your own SLA's RMM and PSA tools.

At Shield Support LLC, we help MSPs, IT teams, and businesses extend their in-house capabilities with dedicated offshore engineers who work as a seamless extension of your team—delivering help desk, NOC, Cloud, and Cybersecurity support 24/7.

Staff Augmentation offers a cost-effective and flexible alternative to in-house hiring. Whether you need a single technical engineer to manage a core function after hours or an entire team to run daily operations, Shield Support is here to help.

Whatever your requirements, our Staff Augmentation solutions are fully customizable to meet your specific needs. Simply let us know the service areas and shift coverage you require. we'll handle the rest.

Shield's Staff Augmentation

The right resource for you

Shield's Staff Augmentation solution is more cost effective and flexible than hiring in-house. We take on the staff overheads offering you fully inclusive resource rates.



We manage the following:

- ›Staff salary
- ›Allowances
- ›Sick leave
- ›Holiday
- ›All other applicable employee related costs.

We also offer a variety of support options on either a pay-as-you-go or fixed price basis for all aspects of your IT.

Flexibility

Many organizations experience peaks and troughs as IT staff come and go, through career development and technology changes. Sickness cover, training days, and project work can all impact day-to-day support and infrastructure stability. This can present challenges to the business. Our Staff Augmentation solution can resolve these problems.

Processes and tools

While we manage your augmented resources from an HR perspective, you manage their work and performance to ensure your service delivery standards are met. You set the SLAs, you manage the processes, and, where necessary, you train them in your chosen RMM and PSA tools.

Percentage saving calculated on the average for each role based on US figures



In-house
full-time
Level 1 engineer

Annualised
costs US
\$78,000+



Staff
Augmentation
Level 1 engineer

Annualised
resource
rate US
\$24,000

Data Sources

- Flatrock Group – Understanding Your True Labor Burden Costs
- PayScale – United States Salary Research

How We Work

1



Contracts Agreed

A formal contract is established outlining all key details, including engagement duration, cost structure, and defined KPIs

2



Define Engineer Requirements

- We will jointly decide on the required qualifications and ideal profile for the engineer.
- Once finalized, this will serve as the guideline for our candidate search

3



Engineer Selection

- Once the right candidate is identified, we will confirm the selection and agree on a start date.

4



Engineer Onboarding

The selected engineer will begin working with your team, completing the onboarding process.

Additional Steps (if necessary):

If an engineer leaves, we will provide 3-5 suitable replacements based on the previously agreed profile.
If required, a temporary replacement can be arranged until a permanent engineer is selected.

Why MSPs and IT Teams Prefer Staff Augmentation

You Stay in command

You decide how tasks are handled, which tools are used, and how success is defined.

Your team, your culture

Our engineers blend seamlessly into your workflows, communication style, and company ethos.

Scale Effortlessly

Expand or reduce your team anytime to match business growth or project demand.

Maximize Savings

Access certified, experienced engineers at a fraction of local hiring costs.

Ensure Reliability

Enjoy 24/7 coverage without the burden of turnover, training, or overhead.

With Staff Augmentation, you don't just keep control—you elevate it.

At Shield Support LLC, we've perfected a model that blends the efficiency and scalability of outsourcing with the ownership, accountability, and culture of your in-house team.

Our engineers become a true extension of your organization, working exclusively for you, aligned with your goals, processes, and standards, and operating from our secure offshore delivery centers.

You stay in charge.

We strengthen your capabilities.

Together, we deliver results that feel 100% in-house—at a fraction of the cost.

Staff Augmentation VS Outsourcing

Category	Staff Augmentation	Outsourced Solution
Management	You directly manage engineers, assign tasks, and control operations.	The provider manages operations and dictates workflows.
Service Delivery	You set service standards and control how clients are	Provider handles delivery based on predefined SLAs.
Technical Management & Training	Engineers are trained on your tools and processes to align with	Provider trains staff on their own internal systems.
Continuity	You continue using your own systems and platforms seamlessly.	May require adapting to the provider's tools and workflows.
Knowledge Transfer	You retain full ownership of documentation and	Knowledge often remains with the provider.
Flexibility	Scale up or down anytime based on business needs.	Scaling depends on contract terms and provider capacity.
Utilization	You control how resources are used for maximum efficiency.	Provider allocates staff based on SLA commitments.
Accountability	You remain in control of performance and client satisfaction.	Accountability shifts to the provider under the SLA.
Cost	Transparent, competitive pricing with no hidden fees.	Fixed or tiered pricing; changes often incur extra costs.

Engineer Level Overview

Cybersecurity

Tier 1 – Security Analyst / SOC L1

Analysts monitor SIEM dashboards, triage alerts, escalate suspicious activities, and support user awareness programs. Their focus is on detection and first-response actions.

Certifications:

CompTIA Security+, EC-Council Certified SOC Analyst (CSA), (ISC)² Certified in Cybersecurity (CC).

Tier 2 – Incident Responder / SOC L2

Tier 2 specialists perform threat hunting, malware analysis, and vulnerability management. They analyze logs, manage endpoint security tools, and fine-tune firewall policies.

Certifications:

EC-Council CEH (Certified Ethical Hacker), CompTIA CySA+, Splunk Core Certified Power User, Microsoft Security Operations Analyst (SC-200).

Tier 3 – Security Architect / SOC L3

Architects lead advanced security operations, threat intelligence, and penetration testing. They create and maintain SOC playbooks, ensure compliance with frameworks like ISO 27001 or GDPR, and lead incident response.

Certifications:

CISSP, CISM, GIAC Security Expert (GSE), Certified Cloud Security Professional (CCSP), Offensive Security Certified Professional (OSCP).



Engineer Level Overview

Cloud Support

Tier 1 – Cloud Support Associate

At this level, engineers focus on day-to-day cloud operations and basic troubleshooting.

They monitor uptime, track resource usage such as CPU, memory, and storage, and perform user management and password resets. Routine backups, restores, and alert responses are also handled here.

Certifications:

CompTIA Cloud+, AWS Certified Cloud Practitioner, Microsoft Azure Fundamentals (AZ-900), and Google Cloud Digital Leader

Tier 2 – Cloud Administrator / Engineer

Tier 2 professionals manage infrastructure components like virtual networks, load balancers, and storage configurations. They use automation tools such as Terraform or CloudFormation to improve efficiency and perform advanced troubleshooting for infrastructure and performance issues.

Certifications:

AWS SysOps Administrator – Associate, Microsoft Azure Administrator (AZ-104), Google Associate Cloud Engineer, HashiCorp Terraform Associate.

Tier 3 – Cloud Architect / DevOps Engineer

Senior engineers design and optimize complex architectures, including hybrid and multi-cloud environments. They develop CI/CD pipelines, perform deep root cause analyses, manage compliance audits, and design disaster recovery strategies.

Certifications:

AWS Solutions Architect – Professional, Azure Solutions Architect Expert, Google Professional Cloud Architect, Certified Kubernetes Administrator (CKA), and DevOps Institute Certifications (DevOps Leader, SRE).



Engineer Level Overview



Network Operations Center (NOC)

Tier 1 – NOC Technician

Technicians monitor the network and servers 24x7, document incidents, and perform initial troubleshooting such as restarting services or verifying connectivity. Escalations are made to Tier 2 when required.

Certifications:

CompTIA Network+, Cisco Certified Support Technician (CCST), Juniper JNCIA.

Tier 2 – Network Engineer / Administrator

At this level, engineers handle advanced diagnostics, manage routers, switches, and firewalls, and maintain monitoring tools like SolarWinds or PRTG. They also apply firmware and security updates.

Certifications:

Cisco CCNA, Fortinet NSE 4, MikroTik Certified Network Associate (MTCNA).

Tier 3 – Network Architect / Specialist

Senior specialists design and optimize complex networks, ensure redundancy and security hardening, and perform capacity planning and automation. They are responsible for deep root cause analysis and performance optimization.

Certifications:

Cisco CCNP / CCIE, Juniper JNCIP / JNCIE, Aruba Certified Design Expert (ACDX), Palo Alto PCNSE.



Engineer Level Overview



Helpdesk / IT Support

Tier 1 – IT Support / Service Desk

This level provides first-line user support, including login issues, printer errors, software installations, and remote troubleshooting. Tier 1 ensures quick resolution or proper escalation.

Certifications:

CompTIA A+, ITIL Foundation v4, Microsoft 365 Fundamentals (MS-900).

Tier 2 – Desktop Support / System Administrator

Tier 2 handles deeper hardware and OS-level troubleshooting, manages Active Directory and group policies, and supports Microsoft 365 environments and endpoint management tools.

Certifications:

CompTIA Network+, Microsoft 365 Endpoint Administrator (MD-102), Apple Certified Support Professional (ACSP).

Tier 3 – Systems Engineer / IT Manager

Senior staff manage IT infrastructure end-to-end, perform automation, conduct root cause analysis, and integrate systems with cloud and network teams. They oversee IT asset management and long-term system reliability.

Certifications:

CompTIA Server+, Microsoft Server Hybrid Administrator (AZ-800/801), Red Hat Certified System Administrator (RHCSA), ITIL Intermediate or Expert.





Shield
Support LLC

**Power your MSP with our dedicated experts.
Boost efficiency, reduce costs, and scale seamlessly.
Your success starts with the right resources!**

Shield Support LLC is a leading U.S.-based provider of IT support, technology solutions, and staff augmentation services, partnering with clients worldwide. We empower organizations to scale efficiently, optimize performance, and achieve operational excellence. Our highly skilled professionals deliver tailored, cost-effective solutions that seamlessly integrate with your business goals — helping you reach the next level of success.

Ready to scale with confidence? Connect with our IT experts



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