NAPLES COMPUTERS HOW-TO · BUSINESS I.T.

7 Signs Your Office Has Outgrown "The Person Who's Good With Computers"

Almost every small office has one: the person who's "good with computers" and ends up handling IT on top of their actual job. This guide covers seven honest signs that one person has more on their plate than anyone should carry alone, and what changes when an office gets more support.

It's not about them

It's rarely a skills problem; it's usually a bandwidth problem.

They're doing this on top of their real job
IT is usually a side task for them, squeezed in between everything else.

One person means one point of failure
If they're out, or leave, whatever only they knew how to do stops with them.

Growth adds up faster than one person can
More devices, more accounts, more risk, usually outpaces one person's available time.

Step by step

7 SIGNS

7 Still relying on one person for IT?

Every office has one; the person who's "good with computers." Here's when that's not enough anymore.

WHAT TO DO
We're Naples Computers, since 1993.



WHAT CHANGES

What changes with more support

Monitoring, scheduled patching, tested backups, and someone whose actual job is making sure it all works.

WHAT TO DO

The person who's been doing this on the side gets to go back to their real job.



Covered, not squeezed in

7 signs it's time

- [ ] **Repeat outages nobody fully explains**
  The same problem keeps coming back because there's never time to fix the real cause
- [ ] **Backups that have never actually been tested**
  A backup that's never been restored is a guess, not a safety net
- [ ] **Shared passwords for important accounts**
  One login, several people, and no record of who did what
- [ ] **No one owns updates and patching**
  Security updates get applied whenever someone remembers, instead of on a schedule
- [ ] **IT requests pile up behind everything else**
  Tickets wait because IT is the fourth or fifth priority on someone else's list
- [ ] **New hires wait days for working accounts**
  Setup is manual and inconsistent, since it's not anyone's main job
- [ ] **Nobody else knows how any of it works**
  If that one person is out sick, very little gets fixed until they're back

A few things to weigh

- [ ] **None of these signs are emergencies alone**
  Together, they add up to it being time for a conversation
- [ ] **It doesn't have to be all-or-nothing**
  Co-managed IT works alongside the person you already rely on
- [ ] **A free assessment shows where things stand**
  A real look at what's covered and what isn't, before deciding anything

Recap: outgrown your IT person?

- [ ] It's a bandwidth problem, not a skills problem
- [ ] Watch for repeat outages, untested backups, and shared passwords
- [ ] More support means monitoring, patching, and backups that are actually tested
- [ ] Co-managed IT can work alongside the person you already have

None of these signs are emergencies by themselves; together, they add up to it being time for a conversation, and it doesn't have to be all-or-nothing.



Wondering if your office has outgrown one person?

Call 239-513-1960

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