Has Your Business Outgrown DIY IT?

10 Signs It's Time for Structured IT Support

When your company had two or three employees, managing technology yourself probably made sense.

You bought the computers. Someone set up email. When something broke, you figured out who to call.

Then the business grew.

More employees brought more computers, accounts, passwords, software, customer data, security concerns, and support requests—but the way you manage IT may not have grown with them.

Use this quick checklist to see whether your business has reached the point where DIY IT is creating unnecessary work or risk.

1. Nobody Actually Owns IT

☐ When something goes wrong, employees aren't sure who is responsible for fixing it.

Maybe they ask you. Maybe they ask the office manager. Maybe there's an employee who's "good with computers."

If responsibility for IT changes depending on the problem, you don't really have IT ownership.

2. IT Problems Still Reach the Owner

☐ Employees regularly come to you with computer, software, password, internet, printer, or technology questions.

The occasional question isn't the problem.

The bigger question is:

Why does the company still depend on you to figure these things out?

Your attention is one of the most valuable resources in the business. It shouldn't routinely be spent troubleshooting technology.

3. New Employee Setup Is Different Every Time

☐ Setting up a new employee involves figuring out what computer to buy, which accounts they need, what software to install, and who has the passwords.

Growing companies need repeatable onboarding.

A new employee should arrive with the technology and access they need to work—not spend their first day waiting for everyone to figure it out.

4. Employee Departures Make You Nervous

☐ You're not completely confident that every former employee immediately loses access to company email, files, applications, passwords, and devices.

Offboarding isn't simply an HR task.

Every account and device represents access to your business.

There should be a documented process for removing that access when someone leaves.

5. You're Not Sure Who Has Administrator Access

☐ You couldn't quickly identify everyone with administrative access to your critical systems.

As companies grow, access tends to accumulate.

Employees change roles. Vendors come and go. Accounts get created. Passwords get shared.

Eventually nobody has a complete picture of who can access what.

6. You Assume Your Backups Work

☐ You believe important company information is backed up, but you're not completely certain what is protected, how often it's backed up, or whether it can actually be restored.

Having a backup and being able to recover your business are two different things.

Someone should be responsible for making sure your recovery plan works **before you need it**.

7. Cybersecurity Has Grown Piece by Piece

☐ Your security consists of different products and settings added over time rather than a deliberate company-wide security plan.

Maybe you have antivirus.

Maybe some employees use MFA.

Maybe your email provider handles certain protections.

The important question isn't whether you own security products.

It's whether **someone is responsible for your overall security**.

8. Technology Decisions Are Mostly Reactive

☐ Most technology purchases happen because something broke, an employee complained, or you suddenly needed something.

Growing companies eventually need to stop asking:

“What do we need to fix today?”

and start asking:

“What will the business need next?”

Your technology should support your growth instead of constantly catching up to it.

9. Too Much IT Knowledge Lives in People’s Heads

☐ Important information about your technology, accounts, vendors, systems, or passwords depends on a few people remembering how everything works.

Ask yourself:

What happens if that person leaves—or simply isn’t available tomorrow?

A mature business documents critical technology so the company isn’t dependent on one person’s memory.

10. You’ve Had the Thought: “We Can’t Keep Doing It This Way.”

☐ Something about managing technology has started feeling too informal for the size of company you’ve become.

Pay attention to that feeling.

The approach that helped you build a five-person company doesn’t necessarily make sense for a 10-, 20-, or 50-person company.

Your business grew. Your IT needs to grow with it.

How Did You Score?

0–2 boxes checked — DIY may still be working.

You may not need fully managed IT yet. Keep documenting your systems, strengthening security, and establishing consistent processes as you grow.

3–5 boxes checked — You’re entering the transition zone.

Your current approach may still function, but cracks are appearing. This is a good time to identify risks and put structure around IT before growth makes the problems harder to solve.

6–8 boxes checked — You've probably outgrown DIY IT.

Technology has become important enough to your operations that informal ownership is creating unnecessary responsibility and risk.

It's time for someone to take clear ownership of IT.

9–10 boxes checked — IT needs an owner.

Your business has reached a level of complexity where continuing to manage technology informally can consume leadership time and leave important responsibilities unclear.

The good news?

You don't need to become an IT expert. You need the right IT partner.

Ready to Take IT Off Your Plate?

You built your company by figuring things out and doing whatever needed to be done.

But growing a business also means knowing when something no longer needs to depend on you.

PC Solutions of Texas can assess where your technology stands today, identify the gaps, and put a plan in place so your IT is managed, protected, and ready for what comes next.

Here's How We Do It

1. Start with a conversation.
We'll learn about your business and how you're managing IT today.

2. Understand where you stand.
We'll assess your technology, security, and support needs and show you where the gaps are.

3. Put the right structure in place.
We'll create a plan so your technology is managed, protected, and no longer dependent on you.

You Built the Business. You Shouldn't Have to Be the IT Department.

Schedule a conversation with PC Solutions of Texas about taking IT off your plate.

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Get the most from your technology investment.