

Beating the Talent Shortage: How to Hire and Retain IT Employees Better Than Your Competition

ninjaOne



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Where have all the good techs gone?

“The real problem we have is you don’t have enough talent in this industry. There’s no new talent coming into this industry, and if you want to attract new talent to this industry you need to do it in a way that they’re excited about. And that’s not how this industry is operating today.”

Marcus Olson, founder of Pliancy

Unemployment within the tech industry is at historical lows, down to 1.7%, which means that hiring right now is extremely competitive. It’s a candidate’s market – experienced tech talent in particular is looking for high pay and more flexibility, making hiring an uphill battle for some companies. Based on a report from MSP staffing agency Bowman Williams, MSP Tier 3

candidates are accepting job offers for a salary increase of 38% more than the average salary increase in 2020 and 2019.

But across the board, candidates are placing less emphasis on this increase in salary and more of an emphasis on a flexible remote work policy. The challenge is that low cost-of-living areas are facing competition from employers in high cost-of-living areas who can afford to pay higher salaries for top talent that want to work remotely.

So, what can you do to stand out among the pack? In this guide, we’ll be taking you through some tips on hiring tech professionals, best practices on writing job descriptions, the importance of employee retention, and templates for you to use in your next hiring journey!

MSP Owners: There are additional levers you can pull, such as Employee Stock Ownership Plans.

For more information about those, there's a [highly informative Reddit post](#) that walks you through everything you need to know about ESOPs.

What is top IT talent looking for?

The formula for winning offers

The first step in bringing in stellar candidates is to know what they're looking for. We know that the landscape is much vaster, meaning competition is fierce. We've moved past the era of free snacks and coffee – candidates want companies to have their back. This support that companies can offer goes beyond physical perks. Let's look at some of the considerations you should make before you post your next job:

› Competitive salary

- Research average compensation by job title and experience
- Location-specific salary ranges
- Use resources such as Zippia to find comparable salaries

› Standard and non-standard benefits (get creative!)

- All-inclusive healthcare
- Included PTO
- Retirement benefits, such as 401(k) (with match, if possible)
- Parental paid leave
- Internet or phone plan stipend for remote employees

What is top IT talent looking for?

The formula for winning offers

› Remote flexibility

- 68.57% of MSPs surveyed by Bowman Williams in 2021 planned on embracing the work from home model
- Candidates in Tier 1 and 2 are accepting lower salary increases than the increases received in 2019 or 2020 for the ability to work remotely

› Company culture

- Will a candidate fit in with your organization's culture?
- What do you look for in a candidate to support your culture?

› Career growth

- How will this position offer a path for growth?
- How are you supporting a candidates' career goals?

› Organization-specific considerations for candidates

- Training programs and/or IT certifications
- Comprehensive documentation
- Efficient workflows, such as an established ticketing system
- Opportunities to work with new, exciting tech

› Compelling mission, vision, and values

Tips for Hiring in IT

The hiring process can be a lengthy one, covering everything from ongoing relationship building to the final offer letter send. Thanks to low unemployment and a candidate's market, organizations must be able to differentiate themselves from the rest of the pack.

Build relationships with IT professionals through networking sites

Before you even consider posting an opportunity, start networking with your peers. There is a plethora of IT communities, MSP communities, user groups, Slack channels, and Discord servers outside of the standard recruiting sites. These communities are key to creating genuine connections and relationships. Even if you don't hire someone directly from one of these communities, peers can give you valuable feedback and insight about the IT industry and build a greater sense of camaraderie.

Examples of IT communities: [Spiceworks](#), [WinAdmins](#), [Sysadmin Subreddit](#)

Examples of MSP communities: [The Tech Tribe](#), [MSPGeek](#), [MSP Subreddit](#)

Look into different amounts of job experience

If an organization's needs are not complex, you may consider recruiting students and entry-level employees. These candidates are usually hard-working and want to get started in the IT industry. You can give them opportunities to grow within the company

Tips for Hiring in IT

and encourage mentorship with more experienced teammates.

Consider expanding your location scope

As the world becomes more remote-friendly, organizations can more easily adapt to remote employees. If you don't need a technician to work on-site, offering a remote position will make it easier for you to find qualified candidates. Candidates will also appreciate the flexibility, making remote work a differentiator for your organization. Think about your current IT processes and their specific responsibilities. If you can support a remote approach, the better your candidate pool.

Encourage employee referrals

Current employees are often the best source for new candidate recommendations. These candidates will most likely be a culture fit, so work with HR to

incentivize referral submissions by employees. Referrals are also a great way to bolster an organization's reputation through positive employee endorsements.



Tips for writing stand-out job descriptions

Candidates want to be as informed as possible when looking for a new role. Whether you're open to entry-level candidates or need an experienced sysadmin with extensive Linux knowledge, it's important that you offer full transparency to job seekers.

“If you want to attract new talent to this industry you need to do it in a way that they're excited about.”

Marcus Olson, founder of Pliancy

Tips for writing stand-out job descriptions

Example #1: Pliancy

Just like your website homepage should make it clear why prospects should choose your company, your job description should also make it clear why candidates should choose you. This introduction from Pliancy makes strong value proposition statements and backs them up with their benefits.

Providing a window into what an average day actually looks like is a great way to inform prospects a transparent view of what's to come.

Give prospects an idea of your ideal candidate, not only by experience, but with authentic personality characteristics that would be a great fit for the job.

continued →

Senior IT Consultant

New York, United States

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About Us

Pliancy is fundamentally changing the way businesses value technology by empowering the next evolution of IT leadership. We provide white-glove consulting solutions to life science and finance organizations. Our employees and clients find that we're starkly different from other IT organizations because we challenge the status quo in two major ways: by putting people first in every decision we make, and by innovating towards simplicity and sustainability. Whether streamlining a client's race to a cancer cure or securing the fine details of data integrity, we're driven to help people.

And as a people-first company that invests in the long-term success of our employees, we're looking for creative thinkers who like to solve interesting problems. We have a culture of mentorship and prioritize curiosity and empathy in all of our hiring decisions.

About the role

What's an average day like?

The clients you'll work with are exclusively Life Sciences Organizations and Capital Management firms (likely Venture Capital, Private Equity, or Hedge Funds). These clients are very friendly and enjoyable to work with. Pliancy prides itself on working with clients who respect our team and expertise. You're treated as one of their own, not as an outside individual. You'll get to collaborate with teammates to solve interesting, important challenges, all of whom have a passion for technology and helping people. If you love innovating, building relationships, and socializing with fellow team members, you'll love our culture.

A typical week is a mix of four-hour and eight-hour scheduled site visits consulting with your primary clients, researching solutions, implementing projects, using technology to improve process and workflows, improving documentation, training users, and responding to ad-hoc requests. You'll also enjoy catered lunches onsite or meet up with teammates nearby for meals and coffee. When not scheduled at your clients' sites, you may drop in at the local office to collaborate with a coworker on pending issues. The remainder of the time is spent with the team on internal solutions, special projects, ticket escalations, and learning new technologies.

Who are we looking for?

You're an attentive, sociable person who loves connecting with the people you support and working in a team environment. To you, clients are people, not cases to solve -you build relationships, and as a by-product, you build trust. Few things make you feel better at the end of a workday than helping your team work swiftly and efficiently toward a common goal. You look out for your people and they're grateful for your responsiveness. You enjoy solving business problems through the clever use of emerging technologies, often pioneering the adoption of these tools.

Tips for writing stand-out job descriptions

Example #1: Pliancy (cont.)

Share a comprehensive list of day-to-day responsibilities as well as broader goals.

Share a list of all desired requirements for the job. This should not only include basic education and hard skills, but also any soft skills that may be valuable.

continued →

Responsibilities:

- Driving the adoption of forward-thinking technology in a rapid-growth environment
- Identifying innovative cutting edge solutions to business problems leveraging technology
- Providing high-touch, white-glove support to executives, executive assistants, and staff
- Troubleshooting day to day technical issues and assisting with daily requests
- Creating new users, configuring laptops, and setting up their desks/workstations
- Training and assisting on use of tools and technology to meet business needs
- Collaborating and communicating with team members to keep everyone informed using various mediums such as email, tickets and Slack
- Documenting assets, configurations, passwords, processes, etc. and maintaining current and accurate documentation
- Assisting with office moves, upgrades, and AV deployments

Requirements: (these are recommendations, not requirements - we review all applicants)

Should have

- Soft skills (personality, relationship-building, communication, stress management)
- Team-centric mentality focused towards succeeding together (collaboration, communication, documentation, improving processes)
- Experienced and comfortable supporting executive teams
- 5+ years of general IT support experience
- Extensive macOS and Windows Desktop experience
- Addigy/Jamf/Intune MOM (Device posturing) experience
- Prior experience supporting Life Sciences Firms and their lab environments
- Working Knowledge of Active Directory/ Azure AD
- Experience with Common SaaS Offerings (including but not limited to Microsoft 365 / Box / Dropbox / Egnyte)
- Working functional knowledge of Public Cloud (Particular emphasis on IaaS and PaaS Technology) (AWS, Google Cloud, Microsoft Azure)
- Aptitude (Ability to learn new technologies quickly)
- Troubleshooting (Ability to work through issues methodically)
- Ability & willingness to properly document processes and assets
- General understanding of network fundamentals including wireless mesh networks
- Experience with cloud ID services, Okta / Duo and other MFA/SSO providers
- Incredible sense of pride and passion for what you do and a desire to help your teammates
- Authorization to work in USA for any employer

Tips for writing stand-out job descriptions

Example #1: Pliancy (cont.)

If possible, list salary range. Candidates appreciate the transparency and want to make sure they're not wasting their time.

Share your unique company values and incentives of the job outside of traditional benefits, including details about the company culture or flexible work schedules.

continued →

Benefits:

- Generous salary, above-average pay (\$100K-\$130K dependent on experience)
- "Cadillac" healthcare: Anthem Blue Cross Gold Plan (Premiums 100% covered for employees, 50% for dependents) Medical HRA: Company-funded reimbursement account to help cover copays, deductibles, and coinsurance Employer-sponsored coverage for dental and vision expenses
- 401 (k) + 6% company matching available from your first day
- Unlimited PTO - and a culture where you can actually use it!
- Paid leave for new parents
- Wellness stipend (\$120 per month)
- Home internet and mobile phone reimbursement (\$160 per month) to help you stay connected
- Employer-funded commuter benefits and mileage reimbursement
- Employee stock options so you can share in Pliancy's success

Why work with us?

- Clients solving challenging problems with meaningful purpose
- Top-of-their-game peers who have fun with what they do and take teamwork seriously
- Rapid company growth (75% year over year) with opportunities to see the impact of your efforts on the company A manager who will partner with you to help you grow and identify opportunities for career development Flexible schedule designed to empower your communication and time management skills
- Great culture driven by community-minded, empathetic teammates
- Benefits and perks built to meaningfully support you and your family while we grow together

Tips for writing stand-out job descriptions

Example #2: Accent IT

Accent IT lists a salary range and benefits info right at the top of the job description, making it easy for candidates to decide if this role is a good fit for them.

By showing a “Who You’ll Work With” section, you can approach their day-to-day responsibilities in a unique way, while also demonstrating more about your company culture.

Explaining who is and isn’t right for the role is another way to showcase company values and resonate with the right candidates.

continued →

Career Opportunity: Technology Advisor

Orange County / Los Angeles Metro

- Full-time: \$75k - \$115k annually
- Benefits: 401K, Dental, Medical, Vision, Life Insurance
- Generous reimbursement for training and applicable education

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Who You'll Work With

You'll work directly with **executives at client companies**, earning their trust by becoming an expert on their particular IT environment and business needs. While you'll have regular meetings to strategize and plan IT improvements, your client contacts may also get in touch whenever they want your take on technology news or trends that have caught their attention.

You'll share account management responsibilities with a **Client Success Manager** who acts as a communication hub for all client activity. Together you'll lead onboarding of new clients, participate in client meetings, and carry the client's big picture story to the internal teams.

As you're turning technology ideas into proposals, you'll work with **Technology Architects** who will design the specifics of the project. When proposals are converted into projects, you'll hand them off to the **Professional Services Team** to implement.



Who's Perfect For This Role?

This role is for you if...

Experience in IT planning or in working with executives on aligning technology with business needs and objectives would be a great foundation for this role. You also could be a good fit if you've worked in technical positions and you want to channel your experience into more of a consulting type of role.

Former IT business owners are also a great fit for this position.

While this isn't a Sales position, it helps if you have a feel for technical sales. The process of creating proposal documents and going through the process of presenting and follow up can feel very much like sales engineering.

This role is NOT for you if...

When you think about your technical skills and consider yourself more of a tinkerer than a strategist, then this is probably not the role for you.

And if the thought of telling an executive that they're going to have to spend \$50,000 to fix their problem makes you quake, this role isn't going to work out.

Tips for writing stand-out job descriptions


Example #2: Accent IT (cont.)

- Show that you care about career growth and promotions by integrating a “Where You Can Go From Here” section.
- Employee testimonials and stories are great humanizing touches and fantastic social proof.

Where You Can Go From Here


Technology Advisors are senior roles here at Accent so lateral movement could be into management and supervisor roles that open up from time to time. It could also lead to outside sales.

Professional development is encouraged and supported, in addition to ongoing education to keep up with the latest technology trends.



Shantae, Business Development Executive
with Accent since 2018

Read how Shantae went from CSM to TA (and now Business Development) »



It's the camaraderie. It's the accessibility. It's looking out for each other. It's the concern for your personal life... All of that makes this a business where I can thrive.

Jason D., Sr. Systems Technician
with Accent since 2010

[Read More Employee Stories](#)

Why Employee Retention is Important

Hiring new IT talent is important in times of immense organizational growth or when filling the voids left by previous employees. Unfortunately, hiring new employees can often be a burden on an organization, with more time, money, and energy being spent finding the perfect employee.

As important as hiring new talent is, it can be even more important to retain as many employees as possible. Here's why:

Incurs less cost

Retaining employees will always be cheaper than hiring new ones. Between the hard costs (job board fees, background checks, etc.) and soft costs (loss of productivity, time spent onboarding, etc.), hiring a new employee can get expensive. According to

SHRM (Society for Human Resource Management), organizations spend an average of \$4,683 on a single hire. Spending money on things like training, company culture, and employee benefits, is better than spending money on hiring an endless series of new employees.

Need for less training

No matter the level of experience, new employees will need to be trained on internal processes and new tools. Every organization is different, so new hires will need

Why Employee Retention is Important

Better employee experience

If an organization shows that they value their employees, it leads to much more engaged and motivated employees. By reducing burnout, valuing a healthy work-life balance, and offering comprehensive benefits, employees will be more likely to stick around. This leads to greater productivity and better employee relationships. Plus, regardless of any company benefit, it's important to treat employees with respect.

More employee knowledge

Specific organization knowledge can only be learned while on the job, so the longer employees stay, the more they'll learn about the unique nature of the organization. When you have a consistent flow of new employees, your workforce will no longer have the inherent knowledge of specific workflows or patterns, leading to more lost productivity.

"It's about getting the best people, retaining them, nurturing a creative environment, and helping to find a way to innovate."

Marissa Mayer, former CEO of Yahoo!

How to Hire and Retain Employees

Tips for Retaining Employees

Tips for Retaining Employees

It's easy to see why you'd want to focus on employee retention, but how exactly can you ensure employee satisfaction?

Provide clear career development paths and opportunities for meaningful raises

It's a common viewpoint among IT employees that the only way for them to make a considerable raise is to switch employers. But according to [research from Bowman Williams](#), what constitutes a "considerable raise" worth leaving for may be lower than what many employers might think. Their findings show that the average employee leaves for a salary increase between \$5K - \$10K. Considering the costs associated with finding and hiring new talent, in many cases companies would be better suited providing employees with meaningful raises and clear paths for career progression than letting top talent walk over \$5K - \$10K.

Recruit the right people from the beginning

Every employee is a new hire at some point, which means that it's important to get it right from the beginning. Whether you're working with an HR team or not, make sure to establish a healthy hiring process and bring on the right people for the job.

Develop a strong onboarding program

After the offer letter is signed and a new employee has joined the ranks, those first few weeks are crucial. New employees will feel much more at ease with a good onboarding program and plenty of documentation.

How to Hire and Retain Employees

Tips for Retaining Employees

Tips for Retaining Employees

Give employees opportunities to train and develop their skills

Career growth and training is essential to any employee, especially those within IT. Technology is always evolving, so employees will value any ongoing training outside of specific on-the-job tasks. Paying for certifications is a great way to show that you value your employees' career development. Depending on the experience level of the employee, some popular certifications include:

- **CompTIA A+:** A great entry-level certificate for those getting started in IT
- **Microsoft Certified Solutions Expert (MCSE):** With a variety of specializations, this is great for the intermediate Windows admin

- **Certified Information Security Manager (CISM):** A great cybersecurity certification for more advanced cybersecurity specialists
- **Cisco Certified Network Associate (CCNA):** This early career credential covers a range of networking fundamentals
- **ITIL® 4 Foundation - IT Service Management Certification:** This certificate focuses on help desk and IT service management workflows

Understand your employees' management style preferences

Every employee will be different. Some people prefer a more hands-on management style, and some prefer to have more autonomy. By tailoring their experience to their preferences, they'll feel valued and be happier.



How to Hire and Retain Employees

Tips for Retaining Employees

Tips for Retaining Employees

Check in with your employees regularly

Maintain consistent, open lines of communication with your employees. See how they're feeling, ask about their goals and plans to achieve them, provide them with feedback about their performance, and give them opportunities to share their own feedback.

Reduce burnout by making technology work more efficiently

Burnout is one of the most common reasons that an employee will leave an organization, so any opportunity to reduce the burden on employees is one that you should take. A great way to reduce that burden is by implementing automation wherever possible. With automation, you can reduce the amount of time-consuming, manual processes in your workflow.

Support a healthy work-life balance

Often times, work can become overwhelming, with too many tasks to count. But it's important to remember that even with a tremendous workload, you must ensure that employees can maintain a healthy work-life balance. When employees are overworked, it leads to greater dissatisfaction and a higher risk of turnover.

Promote employees from within

It feels good to be recognized for all your hard work, so it's no wonder that employees will stay longer at an organization where they feel like they can develop a career. As you discover that your team needs senior leaders and experts, try to hire from within your team rather than looking to an outside hire.

Example Job Descriptions

Example #1: Help Desk Technician / System Administrator

The job description to the right is an example of what you might build as you hire for your next internal IT or MSP employee.

Example #1 Help Desk Technician / System Administrator

If you're an experienced technician looking for the next step in your IT career, this job might be for you! Company XYZ is growing and we're looking for a technician to help support our growing IT organization.

A Day in the Life

As a Help Desk Technician on the IT operations team at Company XYZ, you will be responsible for the day-to-day functions of our help desk and maintenance of in-house networking and server technology. You will be helping the rest of the IT team to track completed requests using our NinjaOne ticketing system. As a primarily remote position, you'll be interacting with end users using email, phone, chat, and through our remote access tool when needed. This entry-level position is made for those that are excited about the world of IT and are looking to get valuable hands-on experience within the industry!

Who Are We Looking For?

You're an experienced technician looking for an opportunity to grow your skills and career. You are a great communicator and love supporting people. To that end, you are focused on building relationships with those around you. You enjoy problem solving and know how to work your way out of a tough situation.

Responsibilities

- Implement basic vulnerability testing, threat analyses, and security checks
- Support for network devices such as WiFi, switches, firewalls, etc.
- Support for remote access solutions such as VPN and Remote Desktop Services
- IT support for Apple and Microsoft business applications and operating systems
- Communication with end users seeking assistance through email, phone, and chat
- Office 365 administration and management

Skills and Experience Required

4+ years experience as a help desk technician or similar role
In-depth knowledge of a ticketing system and how to track tasks
Advanced understanding of operating systems, business applications, printing systems and network systems
Excellent communication skills, including virtual and written communication
Detail-oriented and able to multi-task
Able to diagnose and troubleshoot basic technical issues
ITIL knowledge is a bonus

Benefits

- \$_____/year based on experience level
- Comprehensive medical, dental, and vision insurance
- Paid leave for new parents
- Unlimited PTO
- 401(k) with ____% matching
- Remote work stipend for Internet and mobile phone (\$150/month)
- Company-paid certifications and training
- Employee stock options

What Makes Company XYZ Different

Use this section to share important information about the organization such as the founding date, what the product/company does, your company culture, and any accolades you'd like to promote. Include links to your social media and website.

Example Job Descriptions

Example #2: Senior Systems Administrator / Engineer / Solutions Architect

The job description to the right is an example of what you might build as you hire for your next internal IT or MSP employee.

Example #2 Senior Systems Administrator / Engineer / Solutions Architect

The IT Operations team at Company XYZ is looking for an experienced Senior Systems Administrator with wide-ranging experience solving advanced IT issues. As a quickly growing startup within the IT world, we’re looking to bring on more technology experts onto our IT team.

A Day in the Life

The Senior Systems Administrator will be responsible for management of our various infrastructures, including server deployments, full network refreshes, on-prem and cloud migrations, and more. In addition to infrastructure management, you will also serve as an escalation point for any highly technical requests that cannot be supported by Tier 1 and 2 technicians. This position is fully remote.

Who Are We Looking For?

You are a problem-solver through and through. You’ve never met a puzzle that you couldn’t solve. You have excellent communication skills and can easily summarize highly technical information for non-technical audiences. With all your experience, you could set up a new infrastructure in your sleep. At the end of the day, you are always looking for ways to support your teammates.

Responsibilities

- | | |
|--|---|
| <ul style="list-style-type: none">• Technical project management of any infrastructure implementation projects• Deploy new networking devices• Manage Windows Servers and implementation of Azure• Manage VMware virtualization stack | <ul style="list-style-type: none">• Ongoing product research for future deployments• Act as point of contact for any advanced technical troubleshooting• Configure new hardware and networks when needed• Help train new Sysadmins and Help Desk Technicians during onboarding |
|--|---|

Skills and Experience Required

- 7+ years experience as a Systems Administrator, Systems Engineer, or similar position
- Expert-level knowledge of networking protocols and technology
- In-depth knowledge of various content filter and network access control technologies
- Extensive experience working with Microsoft Windows Server
- Extensive experience designing, building, and supporting various remote access technologies and products
- Extensive experience with various backup and disaster recovery products and techniques
- Excellent problem solver
- Proactive self-starter
- Detail oriented while performing highly technical tasks
- Ability to easily troubleshoot and research server and network level issues
- Ability to assess and resolve critical network down issues quickly

Benefits

- \$_____/year based on experience level
- Comprehensive medical, dental, and vision insurance
- Paid leave for new parents
- Unlimited PTO
- 401(k) with ____% matching
- Remote work stipend for Internet and mobile phone (\$150/month)
- Company-paid certifications and training
- Employee stock options

What Makes Company XYZ Different

Use this section to share important information about the organization such as the founding date, what the product/company does, your company culture, and any accolades you’d like to promote. Include links to your social media and website.

Example Job Descriptions

Example #3: Service Desk Manager / Coordinator

The job description to the right is an example of what you might build as you hire for your next internal IT or MSP employee.

Example #3 Service Desk Manager / Coordinator

As Company XYZ expands to support more employees, we're looking to bolster our Service Desk team by bringing on a Service Desk Manager. As a Service Desk Manager, you will be integral to the Service Desk's success, with detailed coordination and project management skills.

A Day in the Life

The Service Desk Manager is responsible for all inbound user service requests from a project management standpoint. You will coordinate the dispatch of technicians for issues requiring an on-site presence and organize schedules for all support team members. You'll wear many hats in the organization, from managing our staff of support agents to making our support flow more efficient. This role is a highly flexible one, requiring little in-office time.

Who Are We Looking For?

You are a highly detail-oriented, organized person. When you go on vacation, you're the one with the spreadsheet and a budget. You enjoy solving business problems any chance you get. You waste no time with inefficiencies and strive to make every process as simple as possible. You are an excellent communicator and love to work with people. You are commonly everyone's favorite mentor, providing helpful feedback and a support system.

Responsibilities

- Act as point of contact for all types of service requests
- Process requests as they come through and triage to correct teams
- Assign tasks to various technicians
- Communicate with customers as needed
- Schedule technician resources for various projects
- Review shift staffing to schedule the appropriate technicians
- Monitor SLAs regularly
- Take action on operational metrics
- Collect end user / customer feedback
- Monitor tickets and calls for broader trends
- Management of individual contributors on the IT Operations team

Skills and Experience Required

- 3+ years working in IT, project management, or similar role
- Ability to work well with people
- Ability to prioritize and schedule tasks
- Efficient project management skills
- Skilled communicator, both verbally and written
- Ability to communicate important information efficiently
- Highly detail-oriented
- Proactive self-starter

Benefits

- \$_____/year based on experience level
- Comprehensive medical, dental, and vision insurance
- Paid leave for new parents
- Unlimited PTO
- 401(k) with __% matching
- Remote work stipend for Internet and mobile phone (\$150/month)
- Company-paid certifications and training
- Employee stock options

What Makes Company XYZ Different

Use this section to share important information about the organization such as the founding date, what the product/company does, your company culture, and any accolades you'd like to promote. Include links to your social media and website.

Sample Interview Questions

When creating your batch of interview questions, take into consideration all skills and experience needed to do the job, location requirements, culture fit, and potential career growth within this role. These questions are key to discovering important information that you cannot discover through a resume or cover letter. Remember that interviews are a two-way street, as candidates will often use these meetings to learn more about your organization's culture.

These interview questions are broken out into a few different categories, with options for various types of levels and skillsets. In addition to the questions listed below, always consider pulling in real-world examples and testing them on their reaction to specific situations.

Sample Interview Questions

General Questions

- What do you know about our products and company?
- What is your experience within the technical support field?
- Why do you want to work for us?
- What interests you about this position?
- What technical websites and/or resources do you follow?
- What IT certifications do you have?
- Is there a specific path in IT you want to pursue?
- Do you know any programming languages? If so, which ones?
- How do you juggle all your ongoing tasks?
- How do you make sure you're up to date on all things IT?
- What have you learned from your experience in IT?

IT Management

- Describe your current roles and responsibilities.
- What are some of your favorite IT projects you've managed?
- Do you have any previous management experience?
- How would you describe your management style?
- What kind of networking experience do you have?
- Why are you interested in IT management?
- How do you handle mistakes in the workplace?
- How would you handle conflict within your team?
- How would you track technical performance?
- What do you believe are the most important skills for an IT professional to possess?
- How do you feel like you've improved your last IT department?
- How would you encourage personnel skill development?

Entry Level Technician

- Why are you interested in a career in IT?
- Can you explain some of your experience in customer support?
- How do you feel about your communication skills?
- Have you worked in a help desk role before?
- What's your familiarity with technology?
- Do you feel comfortable with help desk fundamentals?
- Have you worked on any technical projects?
- If someone is dissatisfied with your service, how would you handle it?
- If a customer explains that their device is not booting, how would you address the problem?

Sample Interview Questions

Cyber Security

- What is your experience within cybersecurity?
- What drew you to the cybersecurity career path?
- What skills are important for cybersecurity professionals?
- Name a few examples of social engineering attacks.
- Have you performed any security audits? If so, detail your process.
- What is a penetration test?
- Name two types of common cyberattacks.
- What is the difference between an IPS and an IDS?
- What are the advantages of a VPN?
- What is phishing? And how can you protect your organization from a phishing attack?
- What is a DDOS attack?

Networking

- What is your experience with networking in your IT career?
- How are network types classified?
- What is the importance of a VPN?
- What are the different types of network topology?
- What's the difference between a hub, switch, and router?
- Have you implemented new network devices before? If so, explain your experience.
- How would you monitor network reliability?
- What are some factors that would affect the reliability of a network?
- How do you ensure network security?



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