Recruitment and Retention of IT Staff in Higher Education

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SUMMARY

Recruitment and retention of IT staff has been a critical issue for the last several years as demand for IT professionals has exceeded supply. Competition with private industry, where higher salaries are offered, is a particular problem for IT employers in higher education.

A number of papers have been written on this topic and they touch on some common issues. The following factors are key in the recruitment and retention of IT staff:

- appropriate compensation
- opportunity to work on leading edge technologies
- support for professional development
- implementation of career ladders
- well managed organizations (positive work environment with good management)
- generous benefits programs
- recognition and rewards for exceptional performance
- flexible work schedules
- internal training of underqualified applicants
- creative solutions to limited resources

- access to tools necessary to the job (knowledgebases, permissions on network, etc.)

Some questions that will be addressed are

How do you retain staff after intensive training?
What type of pay differential program is offered at your school? Or other incentive plan?
Do you have a career ladder in place, and what impact has it made in your environment?
What types of changes have been made in your organization to improve employee morale and job satisfaction?
How did you implement appropriate compensation for your IT staff?
What type of recognition/rewards programs does your unit offer?
What strategy does your unit use to foster professional career development?
Do you hire underqualified applicants and train staff in necessary job skills?
Is there a certain management style encouraged in your organization?
What creative recruiting activities have helped your group attract IT professionals?
How can you streamline initial training and orientation?
How can you retain an employee’s expertise when they leave?

This panel will focus on these issues, provide some answers to the questions and discuss successfully implemented solutions.

Keywords
Recruitment, retention, staff
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