

Recruiting and Retaining IT Employees in Maine

MTUG

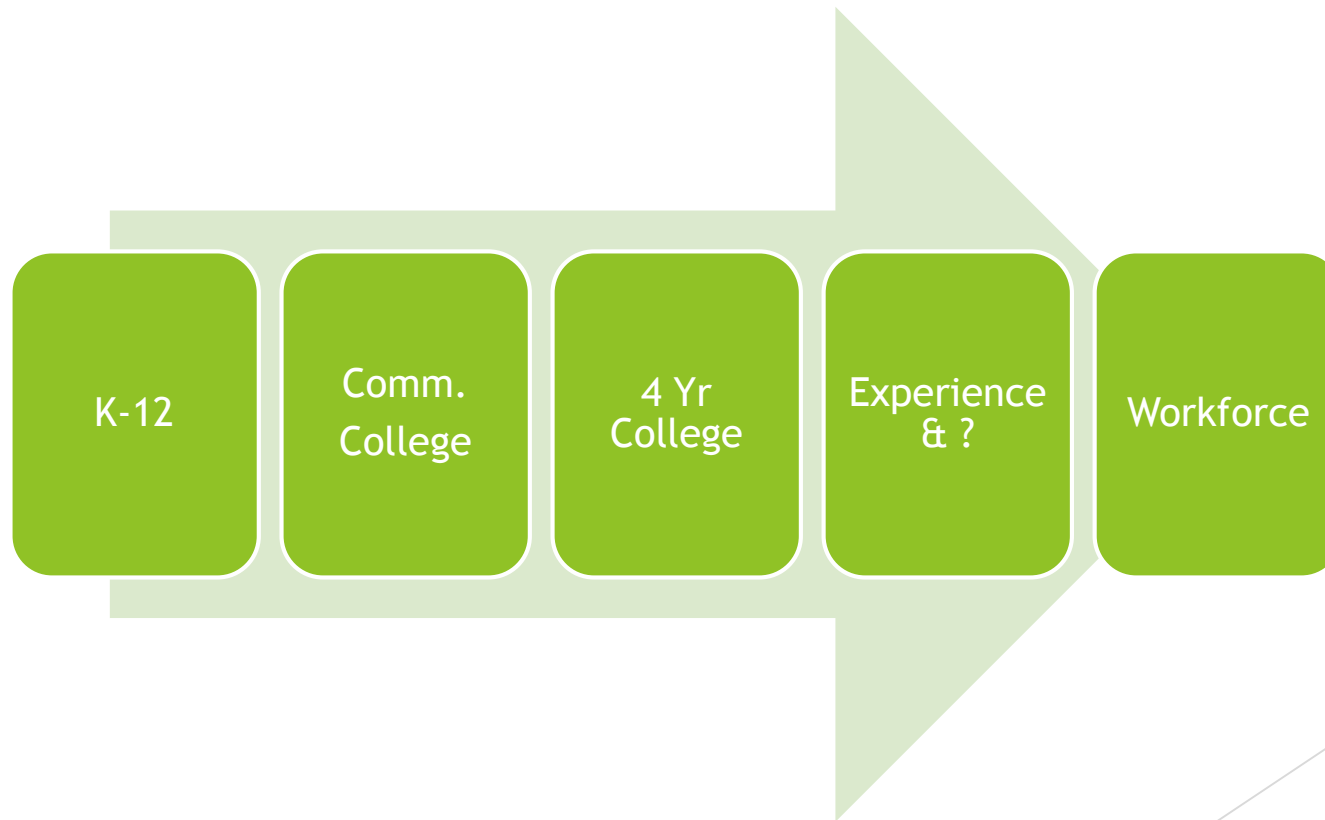
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Panelists

- ▶ Curt Sweet - IT Consultant, MTUG Board Member
- ▶ Chris Falk - IT Vendor, MTUG Board Member
- ▶ Michelle Love - VP / HR Manager,
Camden National Bank
- ▶ Alex Kellogg - Sr. Account Recruiting Manager,
TEK Systems
- ▶ Ron Cantor - President,
Southern Maine Community College

IT Labor Force Supply Chain



Agenda

IT Workforce Demand

- What are employers looking for
 - ▶ A HR's Manager's Perspective
 - ▶ A Staffing Recruiter's Perspective

IT Workforce Development

- ▶ An Educator's Perspective

Retaining IT Staff

Camden National Bank - Overview

- ▶ Founded in 1875, Camden National Bank is a full service community bank, based in Camden.
- ▶ The company provides banking solutions through a network of 44 branch locations across Maine and most recently in Manchester, New Hampshire.
- ▶ Camden National currently employs 450 people, 20 of which are employed in our IT and IS departments.

Camden National IT Recruiting Experience

- ▶ Currently, the Company is recruiting for 5 open IT/IS positions:
 - ▶ Specialties include SharePoint, .NET development, SQL Server, C# & Visual Basic, Spam & Firewall administration and testing, Cisco networking, Systems Management, and LAN Administration.
- ▶ Recruiting occurs through several channels:
 - ▶ Direct contact with professors at local colleges/universities
 - ▶ Third Party Recruiters
 - ▶ Standard Recruiting practices - job postings, pipeline development, etc.

Camden National IT Recruiting Experience

- ▶ Geographic location / Scheduling of IT
 - ▶ Offices located in Bangor and Rockport
 - ▶ Many professionals seeking to telecommute
 - ▶ Many positions require Night/Weekend availability
- ▶ Soft skills development
 - ▶ There are many candidates who have the technical expertise needed
 - ▶ There is a gap when it comes to interpersonal relations and communications with 'customers'
- ▶ Regulation of industry
 - ▶ Very different than many creative developers are used to
 - ▶ Cultural fit can be a challenge

TEK Systems - Overview

- ▶ TEKsystems is the largest IT Staffing Firm in North America. TEK is a 3.5 Billion dollar company.
- ▶ TEKsystems has been ranked #1 by Staffing Industry Analysts (SIA) since 2000, we earned our position by putting our consultants first.
- ▶ TEK has over 110 offices nationwide including 6 in New England.

TEK Systems IT Recruiting Experience in Maine

- ▶ TEK has been doing business in Maine since 2000.
- ▶ We currently have 20 contractors placed at several different customers in Maine.
- ▶ We support our customers via contract, contract to hire or Direct Placement.
- ▶ We support all skillsets across IT, from Applications, Network Infrastructure and Communications.

Southern Maine Community College - Overview

The college's mission is to prepare students for a changing world

SMCC at a glance:

- ▶ Maine's oldest, largest and most diverse community college
- ▶ Two campuses - South Portland and Brunswick
- ▶ Approximately 7,000 students
- ▶ More than 45 degree programs
- ▶ Among the lowest tuition and fees in New England

How SMCC Addresses Workforce Needs For Maine's IT Sector

- ▶ Investing more than \$3 million in new facilities, faculty, equipment and curriculum through 2017
- ▶ Offer three Associate in Applied Science Degree Programs: **Computer Science**, **Information Technology** and **Computer Information Security** with more than 300 currently enrolled students
- ▶ Formalizing articulation agreements with four-year institutions to support students in earning BA/BS degrees
- ▶ Include employer representation on program advisory boards to ensure curricula alignment with market needs and in-demand certifications
- ▶ Partner with local businesses to create internships and mentoring opportunities for students, as well as support direct recruitment for open positions

Discussion Topics

- ▶ What technical skills are in greatest demand?
- ▶ What non-technical skills are in greatest demand?
- ▶ How does demand vary throughout the State?
- ▶ What sources of IT workers are there?
- ▶ What strategies are employers using to retain IT staff?