

A **Guidance Consulting** White Paper



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## **Contract Recruiting 101: Understanding Your IT Staffing Needs**

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## **Contract Recruiting 101: Understanding Your IT Staffing Needs**

When IT projects constantly start and stop, it can be difficult to manage an IT staff. Contract recruiting firms serve to manage the process of searching for, hiring, and training employees for an IT department, thereby freeing managers to perform the specialized tasks they are qualified to do.

Contract recruiting saves in overhead costs by allowing companies to only hire staff members when they are needed. Compared to contingent recruiters, contract recruiters are more affordable and work with a company long after the hiring of an employee. This includes activities such as ensuring the employee is properly trained, and making sure he or she fits well with a company's corporate culture.

Additionally, using a contract recruiting specialist can save a company time - as recruiters often have a database of IT contacts to search through when seeking the ideal candidate for a role. Otherwise, a company must take the time required to place an ad in newspapers or online; review resumes; interview; and then perform the HR tasks involved in bringing on a new hire.

In summary, retaining the services of a contract recruiter will successfully make any company's IT department run more smoothly, while vanquishing the hiccups that occur due to poor planning in recruiting, hiring, and retaining talent.

### **How Contract Recruiting Works**

The process of retaining a contract recruiting firm like Guidance Consulting is meant to be simple. Consider your contract recruiter as a member of your team - his or her objective is to find the best fit for your IT department based on your business' needs, projects, and timelines.

A company should always research several contract recruiting firms to ensure they find a firm that best match their individual needs. Ask colleagues at other companies for referrals, and interview as many recruiting firms as necessary to find a good fit.

#### **Step 1: Initiate Contact**

Once you have determined the firm you wish to work with, schedule a meeting with your assigned recruiter. To ensure you maximum convenience, he or she will come to your office.

Before the meeting, make a list of questions for your recruiter, as well as information on current and future IT projects. It isn't necessary to know exactly what type of staff you need - your recruiter will assist with this.

When meeting with your recruiter, remember that they will have questions for you, as well. You will not only discuss the IT projects that are planned and underway, you will also discuss timelines, so that the recruiter can get an understanding of how many employees you need and how long you will need them.

### *Types of IT Support*

- **Contract Employees:** Contract employees are used for short-term projects, or as part of a larger, company-wide project. Once the contract is up, these professionals are no longer employed by your company.
- **Contract-to-Hire Employees:** This is a no-risk method to see if a contract employee would be a good fit for your IT department. Should this type of employee prove himself a solid worker, you have the option to bring them on as a permanent employee.
- **Permanent Hires:** For positions you know you will need filled permanently (such as project managers, business analysts, or IT managers), permanent hires are a good choice.
- **Technical Support:** In order to provide quality customer service to your clients, you may need to hire tech support staff to answer questions and troubleshoot over the phone.
- **IT Department Supplemental Support:** As your IT team takes on more projects, you may need to supplement your staff to fulfill short-term projects.
- **Short-Term Infrastructure Assistance:** When you make changes to your infrastructure, you may need to add staff members that specialize in infrastructure assistance for the short-term.
- **Long-Term Infrastructure Assistance:** You may need talented staff to work with your team on a long-term basis as your infrastructure evolves, in order to maintain the quality of the system.

By the end of your meeting, you and your recruiter should be able to sketch out the positions for which you need to hire. Your recruiter may want to speak to your IT manager or other staff to understand the various roles and needs of the department. He or she will work with you to create a job description for each position you will hire, and will begin the search for talent.

### **Step 2: Interviews**

Your recruiter can manage the interview process entirely on your behalf, or you may prefer to be involved. The process should be one you are comfortable with, so your level of involvement is entirely up to you.

Once your recruiter has chosen strong candidates, he or she will discuss them with you and advise you in your decision making. Who you hire is ultimately your decision, but your recruiter can help you by providing insight into a particular candidate's strengths and weaknesses.

Should you not find any of the preferred candidates up to your standards; your recruiter will continue the search until the perfect hire is found.

### **Step 3: Selection and Hiring**

Next, your recruiter will make an offer to the chosen candidate, negotiate if necessary, and handle all the human resource tasks associated with hiring. Payroll and benefits can be processed by your recruiting firm to make the hiring process painless for you and your company. Additionally, your contract recruiter will also be responsible for new hire orientations at your company to get your staff members off to a great start.

### **Step 4: Training**

An option you have with a contract recruiting firm such as Guidance Consulting is to let your recruiter handle new hire training. This is especially beneficial when hiring large numbers of employees simultaneously, including those with specialized IT needs.

When it comes to getting IT certifications or learning new skills that can help improve your IT department's performance, your contract recruiting firm can also coordinate training that minimizes the time your staff spends outside the office. Depending on what type of training is most suitable -in-person, online, or in conference classrooms- the employees will be trained quickly and correctly, ensuring your IT staff is up to date when it comes to their technology skills.

### **Step 5: Ongoing Maintenance**

Because your contract recruiter acts as a member of your team, he or she will be readily accessible as your new staff members settle into their roles. Your recruiter will check in periodically to make sure all employees are meeting the quality standards of your IT department, as well as address any personnel issues that may arise.

Your recruiter will not only manage both your short-term and contract employees' schedule, but will also work with you to renew contracts or replace them with new hires, as needed.

As new projects enter the horizon, your contract recruiter will be there to foresee what staffing changes are required before the need is pressing. This saves you time and stress of trying to find qualified staff at the last minute, which is a problem for many corporate IT departments.

### **How Contract Recruiters Get Paid**

While you might expect a contract recruiter to be costly, they are actually more affordable than either a contingent recruiter or an in-house recruiter. They are paid based on either a set period of time or the number of hires you require. They typically get paid by the hour and may also get a bonus for each staff member they provide.

In-house recruiters get paid a salary plus benefits. If your IT staffing needs fluctuate, you will pay for this employee regardless of need. A contract recruiter works hard to cut costs and bring the most qualified personnel to the table, only when you need them. Contingent recruiters focus on getting someone hired and getting out. Their fees are a percent of each hire's first-year salary, and the fees can get steep.

A contract recruiter will work with your company on a contract, but most have a stipulation that you can end the contract at any time should services not meet your standards. With this type of guarantee, there is virtually no risk in hiring a contract recruiting firm for your IT staffing needs.

### **Get Started**

If your IT department is in need of a recruiting consultant's expertise, please contact Guidance Consulting at 678-381-1948 to schedule a no-obligation consultation. We can cut your costs, save your company time, and ensure that you hire of the right staff for your IT department.