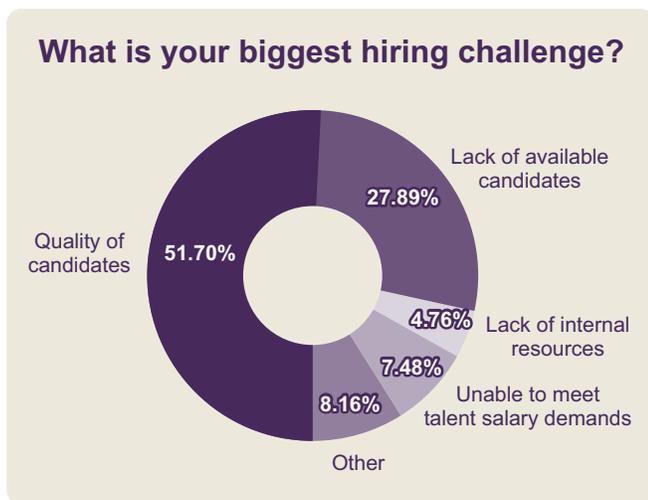# 2017 Hiring Guide

We start by gathering local salary data and then mix in hiring tips and market trends. The result? An informative hiring guide to help you create a plan to recruit, hire, and retain a solid workforce.

Technical ProSource®

Top 7 Hiring Trends

There are a number of factors that impact employment: economic changes, technological advances, and generational differences, to name a few. Take note of how these factors are creating the following hiring trends.

#1: Expediting the hiring process

Due to a shortage of qualified candidates, many employers are finding it difficult to staff open positions. It's a job seeker's market and employers need to up their game to attract and retain talent. As you prepare to hire, there's one keyword to keep top of mind: speed. You can't drag your feet or you'll quickly find that your top candidate is no longer available. Before you begin to recruit, review your hiring process and timeline.

What is your biggest hiring challenge?

- Lack of available candidates **27.89%**
- Quality of candidates **51.70%**
- Lack of internal resources **4.76%**
- Unable to meet talent salary demands **7.48%**
- Other **8.16%**

#2: Seeking soft skills

According to the Oxford Dictionaries, soft skills are "personal attributes that enable someone to interact effectively and harmoniously with other people." With this definition in mind, it's no surprise that employers are placing greater emphasis on soft skills when hiring. Seeking out soft skills also provides insight into how easy or difficult it may be to train a candidate without certain technical skills or experience, a strategy many employers are using in today's tight talent market.

To reveal candidates' soft skills, ask behavioral questions during the interview, such as:

- What tools do you use to stay organized?
- Tell me about a time you had to learn a new task. How did you go about learning it?
- Tell me about a time when you were asked to do something you've never done before. How did you react?

36.7

Percentage of employers who view 'flexibility and adaptability' as the most important employee attribute, followed by work experience (33.3 percent) and interpersonal skills (27.2 percent)

2.7

Percentage of employers who view 'education' as the most important employee attribute

#3: Onboarding, not just training

While onboarding isn't new, it can make or break a new employee's success. Employers are looking for ways to acclimate and engage new hires. Mentorship programs are a great vehicle to kick-start employment. Mentors serve as resources for questions, help new employees build a network, and offer key information about the company culture.

Extend your onboarding program beyond the first days of employment. As a rule of thumb, check in every day for the first week and then weekly for the first 90 days. This will lay a foundation of trust and respect and establish open communication with new employees from the very start.

In the coming year, what type(s) of employees do you plan to hire?

- Full-time, permanent employees **75.51%**
- Temporary or contract workers **48.30%**
- Interns **19.05%**
- Part-time employees **15.65%**
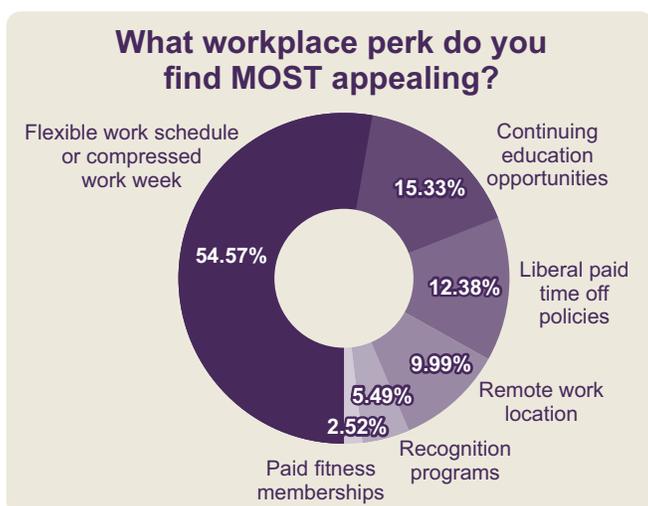
#4: Increasing pay

To meet demand, employers are offering competitive salaries, often paying above market average. You need to be willing to pay more if you want top talent.

One way to increase the chance of an accepted offer is to refrain from asking candidates for a salary history; instead, ask for salary expectations. It's also important to review market rates and what other employers are paying. Your competitors are willing to meet today's salary demands, and you must follow suit.

71.1

Percentage of talent who say a competitive salary is 'very important'

44.9

Percentage of employers who plan to increase compensation to attract talent for in-demand positions

#5: Embracing work/life balance

To achieve high levels of employee satisfaction, you need to recognize the overlap between work and life. If possible, provide flexible work arrangements so that your employees can take care of their personal and family needs, and put their full attention to their work while on the job. Balanced employees tend to feel more motivated and less stressed. Employers supporting work/life balance see higher productivity, loyalty, and retention rates.

What workplace perk do you find MOST appealing?

Flexible work schedule or compressed work week **54.57%**

Continuing education opportunities **15.33%**

Liberal paid time off policies **12.38%**

Remote work location **9.99%**

Recognition programs **5.49%**

Paid fitness memberships **2.52%**

#6: Enhancing work culture

Company culture continues to be a buzzword. To attract and retain the right people, employers are fostering work environments that are fun, engaging, and meaningful. Employees are more likely to stay with a company that cares about the work environment.

Identify employees who are your culture and brand champions and have them share their stories via internal communications and social media sites. There is influence in story-telling — so let their stories be heard! It will give your company culture a voice.

95.2

Percentage of talent who say an engaging company culture is 'very important' (60.9 percent) or 'important' (34.3 percent)

#7: Creating retention plans

With a limited supply of talent, it's more important than ever to keep the people you already have. Employers with high retention rates are being proactive and diligent about their efforts. Retaining your workforce begins with hiring the right people.

To reduce turnover, successful employers:

- Meet regularly with employees to discuss career paths
- Hire and promote from within
- Offer professional development opportunities
- Recognize employees' efforts (a simple 'thank you' goes a long way!)

84

Percentage of talent who would leave their job if the right opportunity came along

Hiring At a Glance

In-Demand Experience

- Full-stack web and product development
- Security/cybersecurity
- Business analysis
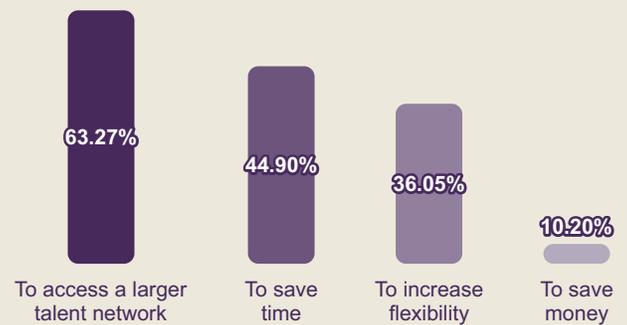- Cloud architecture
- Oracle EBS (Technical & Functional)

In-Demand Certifications

- Project Management Professional (PMP)
- Cisco Certified Network Associate (CCNP)
- Amazon Web Services (AWS)
- Certified Information Security Manager (CISM)

Top Job Titles

- UI/UX Developer
- Network Engineer
- Software Developer
- Computer Systems Analyst
- Information Security Analyst

Why have you used a staffing agency to fill positions in the past?

To access a larger talent network	To save time	To increase flexibility	To save money
63.27%	44.90%	36.05%	10.20%

Employer and talent survey data provided by Atterro, Technical ProSource's parent company

The Power of People

Technology is no doubt the backbone of your operation, yet there's more to technology than hardware and software. When you invest in people, it all comes together.

For over 25 years, Technical ProSource has helped strengthen IT teams by connecting organizations with exceptional tech talent. Whether you're looking for a contractor to cover a project or the right person for a direct-hire situation, we will help you find the experienced talent you need to keep your systems running strong.

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