

# IT Operations Staffing

# Staff Survey

# Respondents

Charter Schools	3
Small Districts (Under 2500)	4
Medium Districts (2501 - 9999)	9
Large Districts (10,000 - 49,999)	4
Very Large (49,000+)	2
Total	22

74% agree or strongly agree that staffing is a challenge

65% believe they are able to find the people they need

39 % Often unable to find qualified staff (Most small & medium districts)

57% report that they hire and promote from within

65% believe pay scales are inadequate to attract the talent they need



35% report that they often lose staff to better paying jobs in industry

13% report they often lose staff to other educational institutions

## Most Difficult Positions to Fill

1. Network Engineers
2. Information Systems Admins
3. Security Personnel

## Most Difficult Challenges

1. Retention
2. Adequate Staffing
3. Multitasking (Lots of people doing multiple jobs)
4. Increased workload for existing personnel with no extra staff
5. Undervalued

## Successes

1. Growing people from within
2. Hiring interns and growing them
3. Hiring recent college grads (although short term)
4. Digital teaching and learning has helped with support staff

People are not your most important asset. The right people are.

Great leaders don't just figure out where to drive the bus and then get people to take it there.

They first get the right people on the bus (and the wrong people off the bus) and then figure out where to drive it.

When in doubt, don't hire.



The best people are worth digging for.

Not all turnover is bad.

## Closing Thoughts

1. Growing people from within (right seat on the bus)
2. Hiring interns and growing them
3. Taking advantage of local colleges or universities