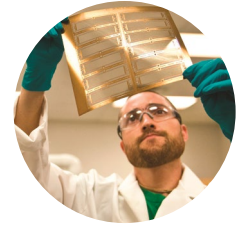# INFORMATION TECHNOLOGY

INCREASING WORKFORCE CAPABILITIES is critical to driving growth across all labor sectors. Over the course of 15 months, the Partnership collaborated with area employers and training partners to develop data-driven, collaborative strategies to transition "workforce problems" into strategic solutions designed to stimulate sector growth.
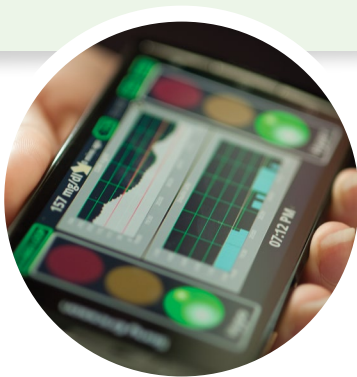
Challenges

While the IT sector has long been a natural fit for remote workers, employers in the region still face challenges in recruiting the ideal employee, particularly with senior level positions. The two primary issues are:

1. Finding talent within the region is very difficult, so companies must recruit from outside and often pay more.

2. Technical capabilities may be good, but customer service skills and other industry requirements, e.g., security clearances, are often lacking.

Sector-Specific Strategies

▶ Initiate targeted recruiting efforts towards desirable talent pools and sector-focused activities targeting IT professionals.

▶ Utilize education partners and business expertise to create "Customer Service 101" and career preparedness training programs.

Be Part of the Solution

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