

DO YOU HAVE WHAT IT HIRING MANAGERS ARE LOOKING FOR?

Nearly 60% of IT hiring managers struggle to find people with the right combination of skills for the job. An ideal candidate scores high marks across three different categories.



OBSERVATIONS FROM IT HIRING MANAGERS

TECHNICAL SKILLS

“The ability to fully diagnose and resolve a problem from beginning to end is the most critical skill in my business.”

For IT professionals, technical skills matter when it comes to securing an interview.



Nearly 8 in 10 IT hiring managers will match the skills listed on your résumé to the job description they are hiring for to determine if you should be offered an interview.

Technical skills vary by job and industry. A few that are important for all IT professionals to have include programming knowledge, project management skills, and computing/systems architecture methodology.

Pro tip: The right certifications and project experience can set your résumé apart—but don't just list experiences. Provide examples of how past projects, certifications, or initiatives led to positive outcomes or change for past employers. If relevant, always include how your performance improved the organization's bottom line or helped to meet goals or objectives.



OBSERVATIONS FROM IT HIRING MANAGERS

INTERPERSONAL SKILLS

It's not always about the technical knowledge you've acquired—hiring managers place equal emphasis on interpersonal skills.

“Communication skills are vital. The candidate has to be able to take direction, but also think for themselves and contribute appropriate feedback.”

“Because we are a company that works face to face with clients, it is very important to us that employees have good interpersonal skills—or that they're open to learning how to conduct themselves in interpersonal relationships.”

Hiring managers are regularly looking to evaluate the following interpersonal skills:

- Can you listen and comprehend well?
- Do you have a positive attitude?
- Can you collaborate with the team?
- Do you work well under pressure?

Behavior-based questions

Hiring managers observe your mannerisms and nonverbal cues during an interview to evaluate these skills. They also listen to the questions you ask to assess your attitude and interest in the position. Behavioral questions, however, are the top way that your interpersonal skills will be put to the test.

Examples of behavior-based questions:

- Tell me about a situation in which you had to make a quick decision
- Tell me about a time when you had to deal with conflict with a team member
- Describe a time when you were involved in a stressful situation, but still got the job done

Pro tip: Interviewers may not always be looking for a success story. If you're asked about a situation that went wrong, describe how you dealt with it, what you learned, and what steps you took to create a positive outcome.

OBSERVATIONS FROM IT HIRING MANAGERS

CULTURAL FIT

“Ideal candidates value understanding the culture. They show a vested interest in making the group better. They enjoy their work.”

The candidate who fits in with the company and team will land the job. Nearly 70% of IT hiring managers say cultural fit plays an important role in your evaluation as a candidate.

Pro tip: A company's culture can also be assessed by talking to past and present employees in person or via LinkedIn®, checking peer review sites such as Glassdoor®, or by speaking with a knowledgeable recruiter.

Research the company culture ahead of time. Most companies have a mission statement or “about us” section on their website. Always ask questions about the company culture during an interview, and make sure to communicate why you would be a good fit.

BE AN IDEAL CANDIDATE

It takes more than one factor to grab the attention of an IT hiring manager. Remember to present yourself as a well-rounded candidate, and you'll be in a great position to get hired.



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