

CASE STUDY

Desktop Support x7

Systems Administrator x2

INDUSTRY

Education

INSTITUTION TYPE

Secondary Education

ORGANISATION SIZE

200+ employees



BUSINESS SITUATION

A state high school was facing an increase in technology workload that had coincided with internal resignations within the school's IT department. This led to existing staff working overtime and reporting cases of burnout. Qualified IT support staff were needed urgently to help manage additional projects as well as maintain BAU tasks.

The school was challenged with finding permanent replacements because of their standard 7-8 week hiring process and the requirement for 2-3 years' technical support experience in the education sector. They decided to engage Robert Half to help source qualified IT contract professionals with strong interpersonal and customer service skills who are in high demand, yet short supply.



THE SOLUTION WE OFFERED

Robert Half was able to offer the school a contract-to-permanent hiring solution, allowing them the flexibility to convert candidates to permanent roles after a successful probation.

Using Robert Half's fast-track Company In process, suitable contract professionals were interviewed consecutively with all required IT talent – from junior to senior roles - identified and assessed within two hours. This resulted in seven desktop support professionals and two systems administrators being offered a contract within one week.

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CLIENT'S RETURN ON INVESTMENT

Since engaging several IT professionals through Robert Half, the school has been able to elevate its technology profile while benefiting from a variety of skills and proficiencies across business applications, printing and telephony, IT support, SCCM, and Provisioning and Casper (MDM). The contract IT talent have also added competencies in Microsoft PowerShell scripting and automation, administering Office 365 and Google Apps, as well as maintaining enterprise-scale network and server infrastructure, and database and web-based application administration.

The school saved several weeks in the hiring process for each role and was able to meet key project deadlines and get back on track quickly with all BAU tasks.

The added IT staff currently play an active role in the maintenance of the school's IT infrastructure and take ongoing ownership of its management through a close collaboration with the ICT Operations Leader and Infrastructure Manager.

With the support of the new IT contractors, the school has been able to ensure all IT tasks are assigned and delivered in accordance with the school's Service Delivery Standards.

We can help you with your most complex talent sourcing needs.

[Speak with a Consultant](#) today or submit a [job order form](#).

