

CASE STUDY

IT Support x4

INDUSTRY

Education

INSTITUTION TYPE

Secondary Education



BUSINESS SITUATION

With staff members going on holiday leave, this state high school required urgent IT support to meet core BAU tasks, ensure the continuity of projects, and avoid burnout among existing staff.

Budgets and the lengthy duration of the school's recruitment process led the school to begin looking for a skilled contractor who would be able to onboard into the IT team quickly.

To meet their needs most efficiently, the school required IT candidates who possessed the blended skillset of a general technician and AV/multimedia technician, and who could work on video recording and post-production for events.



THE SOLUTION WE OFFERED

After an in-depth consultation with the client, Robert Half consultants initiated their search for candidates through their database of contract professionals with the requisite experience in the education sector, including Level 1 and 2 IT support, accounts setup, exchange, various business applications, printing and telephony, Office 365, and SCCM deployment.

To ensure the school had control and oversight over the recruitment process, Robert Half arranged interviews with the school in accordance with their hiring schedule which resulted in them offering a contract to their preferred candidate within one week.



CLIENT'S RETURN ON INVESTMENT

Despite the candidate being initially engaged for two weeks, their performance and success in the role led to an extension of seven months after which the candidate was offered a permanent position. Having worked with a contractor saved the client significant time compared to directly hiring a new permanent employee.

The positive experience with Robert Half led the school to continue to rely on Robert Half to fill three additional IT contract support roles. The additional candidates have helped the school manage fluctuating workloads from increasing BAU tasks to implementing projects.

The school now has a more responsive IT support team with broader capabilities including troubleshooting network issues, training and inducting new users, responding effectively to IT queries and phone enquiries, and providing desktop support such as applications problem-solving and new user set up.

We can help you with your most complex talent sourcing needs.
[Speak with a Consultant](#) today or submit a [job order form](#).