Talent

Higher Education Tech Hiring Guide

Your blueprint to hiring
A+ tech talent

Contents

Change is here
Are you ready?

From digital textbooks and mobile student systems to cloud strategies and cybersecurity, digital transformation has sunk its teeth into every element of the higher education landscape. With students, staff and faculty all expecting more — more digitisation, more flexibility, more benefits, more purpose, and more of the technology that's so commonplace in their personal lives — universities and other organisations are scrambling to keep up.

More often than not, the answer to these digital transformation woes is finding, attracting and retaining the right tech experts. But even that is an ongoing challenge, with worker shortages, talent gaps, and growing candidate expectations complicating an already-competitive hiring landscape.

Despite the challenges, many universities are leading the way when it comes to digital transformation and securing the experts to lead it. The key is using what candidates are seeking (think purpose, benefits, meaningful work, and career progression) as a magnet for tech talent — the kind of people who see big projects as rich opportunities.

At Talent, we are proud to work with universities around the world. Our experience partnering with universities has given us valuable insights into the evolving demands and expectations of both candidates and educational institutions. We understand the urgency to adapt to the digital revolution while also maintaining the values and mission that define your institution's identity. It is crucial to find tech professionals who not only possess the necessary technical skills but also align with your organisation's culture and vision.

We put together this report to help you navigate the complex landscape of technology hiring in the education sector. In this guide, we will provide you with a comprehensive snapshot of the market and tips to help your entire hiring process, from identifying your specific tech needs to attracting top talent and fostering their long-term commitment. We invite you to explore this comprehensive guide and utilise it as a roadmap to navigate the challenges of technology hiring in the education sector.

Together, we can shape the future of education by attracting, developing, and retaining the best tech talent. With these insights, we hope to empower your institution to achieve its digital transformation goals.

Mark Nielsen
Global CEO - Talent

Where's all this digital transformation coming from?

'Digital transformation' has been a buzzword for so long that even the most tech-forward organisations may treat it as white noise. In many ways, the term has become vague and almost powerless. Considering this perspective, it's no wonder that higher education organisations may have trouble hiring people for nondescript digital transformation efforts.

To overcome hiring challenges and master the modern age, it's important to zoom in on each individual element:

Driving forces

The motivation behind digital transformation depends on your particular organisation, but these elements remain relevant no matter the context:

Customer sentiment

Customers - or, in this case, students - want digital education experiences rivalling those they get from online shopping, social media and streaming services. Furthermore, 91% of surveyed students expect a university's digital services to be as strong as or stronger than face-to-face offerings - and 90% believed this would help them perform better academically.[1]

Employee expectations

One survey found that about 43% of 'highly digitised' organisations with high use of digital technology were consistently able to increase team numbers, suggesting a strong connection between digital transformation and employee expectations.[2] Even non-technical faculty and staff are likely looking for a tech-forward working environment.

Competition

By 2026, global spending on digital transformation efforts is projected to reach $3.4 trillion.[3,4] If you aren't investing in the future, your higher education institution could quickly be left behind by faster-moving competitors - and that's a significant motivator for organisations from any industry.

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Top digital transformation projects

Most higher education institutions want key outcomes from their digital transformation efforts, including return on investment (ROI), efficiency boosts and improved student, staff, and faculty engagement. Our local recruitment experts note that there are many change and transformation projects underway across the higher education sector and some approaches are especially common:

Enterprise Resource Planning (ERP) systems

ERP systems help unite a higher education institution's efforts 'behind the scenes.' Digital transformation projects focused on ERPs are generally intended to drive business outcomes such as online learning, increased enrollment and boosted student retention, all by improving strategies and workflows.
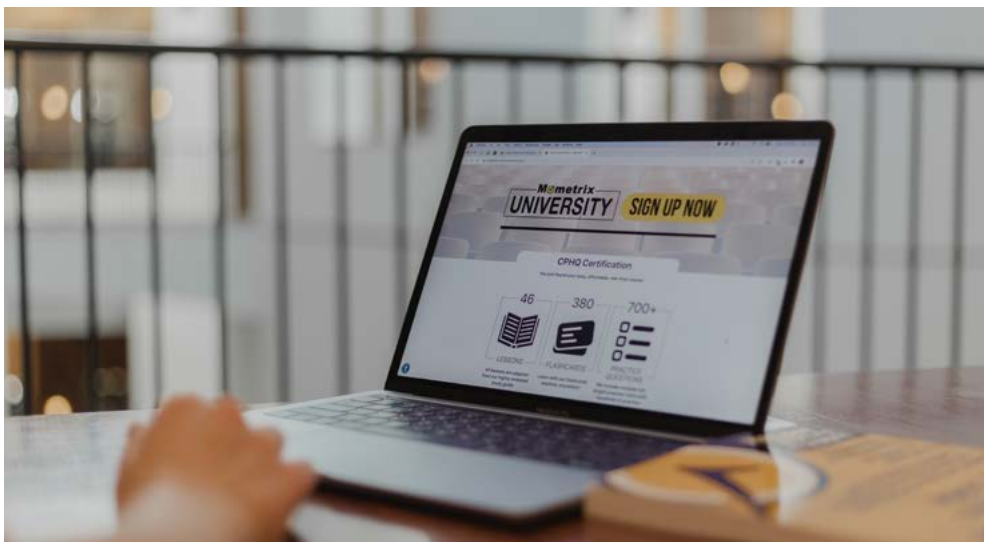
Top tech needed:

ERP platforms, data capture tools, integration solutions.

Top tech experts needed:

ERP specialists, integration and migration specialists, business analysts, project managers.

Cloud platforms

Cloud platforms enable remote, digitised learning and content delivery, but they also create shared workspaces for key data and information. Of course, every cloud solution comes with strategy and integration needs.

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Top tech needed:

Cloud platforms or applications, cloud infrastructure, integration solutions.

Top tech experts needed:

Cloud platform specialists, cloud architects, integration and migration specialists, project managers.

Data analysis and management

Data drives digital transformation, and that's particularly true in higher education, where so much of the student experience is rationalised based on numbers such as grades, engagement, enrollment and more. On top of that, students, staff and faculty create new data every day, all of which must be managed and secured.

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Top tech needed:

Data hubs and platforms, cybersecurity software, communication infrastructure.

Top tech experts needed:

Project managers, business analysts, data specialists, cybersecurity experts.

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Common challenges

By its very nature, digital transformation represents significant change - and change comes with time, budget and adoption challenges. Here are a few common hurdles you may face:

Skills

Due to talent shortages and other constraints, universities often lack teams with the right skills to fully and correctly plan, manage and complete digital transformation projects.

Strategy

As many organisations have come to realise, goals and ideas aren't enough. Digital transformation efforts must be driven by a tech strategy, all with an eye toward architecture, infrastructure and integration - and that takes time and planning.

Security

Although digitisation provides rich benefits, it also introduces new security considerations. Without proper foresight and preparation, these considerations can quickly become vulnerabilities.

Budget

Many elements of digital transformation, from app creation or purchase to change management, can be costly. Budgets are often a limitation, especially when there are no tech experts available to demonstrate the ROI of individual decisions.

Adoption

Staff and faculty may resist change if they don't see the value, don't understand the process or feel they lack the time and skills necessary to adapt.

For most, if not all of these challenges, the answer seems simple: Recruit tech experts with the right skills and experience. However, even that solution isn't always immediately within reach.
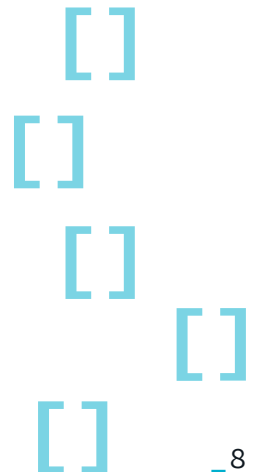
Digital transformation trends by region

Although some digital transformation patterns remain consistent across the globe, others are informed by localised trends and regulatory environments. Here's what these projects look like across four main regions:

Australia

A survey of Australian higher education students found that 90% had used more than one e-textbook in the past two years, citing particular areas of value, particularly when it came to the ease of access, portability, and searching capabilities.[5]

This doesn't just indicate students' interest in ongoing digital transformation; it also emphasises the types of digitisation that will be most beneficial. Learner preference - and therefore retention - is of particular interest in this region, where 13% of students drop out before completing their degree.[6]

Across Australia, higher education institutions are investing in a number of digital transformation projects and need technology professionals with the right skillsets to guide them. According to Talent Sydney Principal Account Manager, Majella Sanders, "many universities are assessing their enterprise systems including their ERP and cloud platforms, student systems, architecture, CRM, data analysis and management, and cybersecurity. As such, there is significant demand for change managers, project / program managers, business analysts, data specialists, architects, ERP specialists, Salesforce, ServiceNow, and cloud platform specialists, and integration and migration specialists".

Investment in ERPs is most evident with the growing adoption of Workday across Australian universities. Workday is a cloud-based system that supports higher education institutions through providing access to student data to facilitate future planning, such as visibility of financial and enrolment data to assist universities and colleges in making informed decisions.[31] This platform also allows for a user-friendly and personalised experience for students, enabling them to register for courses, request appointments and manage financial aid via mobile, providing a digital-first experience to meet students where they are and thus improve retention rates. Deakin University, The University of Queensland, Macquarie University, and Flinders University are a few of the institutions across Australia that are adopting this technology.[32]

The pandemic also fast-tracked the need for online learning solutions, with investment in these platforms only growing. Over the last 10 years, the number of Online Program Management (OPM) providers has increased threefold[33], with notable examples in Australia including 'RMIT Online' and 'UTS Online', which are partnerships with OPM Keypath Education. These platforms provide students with flexible learning solutions all the while enabling universities to digitise and meet modern student expectations.

> **"Many universities are assessing their enterprise systems including ERP and cloud platforms, student systems,.. and cybersecurity**

Additionally, out of a national pool of learners, Australians are most likely to say their institution values student wellbeing.[7] This suggests that user experience is and should remain a priority in Australia's higher education transformation.

Take, for example, the University of Queensland (UQ), which has prioritised collaboration technology in its digital transformation efforts. UQ says it's forming a 'modern collaborative workspace' by moving away from fixed services and embracing agile cloud-based solutions, all while reducing the number of IT systems it utilises.[26] A similar story plays out in Flinders University, which says it will 'always look at cloud solutions first.'[27] These digital transformation projects are all driving continued demand for tech professionals in the sector.

New Zealand

Between 2000 and 2021, there was a 21% increase in the share of people with tertiary attainment across countries within the Organisation for Economic Co-operation and Development (OECD). However, the number for New Zealand grew by only 16% in the same time period.[8] In addition, expenditure on education in NZ is comparatively high.[9]

To overcome the slower growth of education, New Zealand institutions are focusing digital transformation efforts on learner experience, simplicity and reduced barriers to entry.[10] The goal is to make better use of high expenditure and attract students.

Like many organisations, the University of Auckland is pursuing this goal through projects such as customer journey mapping, flexible identity registration and personalisation frameworks.[28] In fact, 81% of surveyed organisations said improving student experience was a top priority, while 95% were focused on enterprise risk management strategies including cybersecurity controls.[29]

Talent Auckland Practice Lead, Shweta Chopra, also comments on these digital transformation programs, "the implementation of Workday systems is a key project across New Zealand and something we have observed with Australian universities as well". As universities work to improve the student experience, greater investment is being made in technologies to facilitate this.

The implementation of Workday systems is a key project across New Zealand

Further, the growth of online learning has presented unique challenges for digital transformation efforts in New Zealand. A survey has revealed that 75% of higher education respondents agree that digital learning improves the quality of education, however the most common challenge noted as hindering digital transformation strategies in this industry, was the gap in digital skills amongst teachers and academics.[34] With the implementation of new technologies, tech professionals with the right skills are needed for its effective implementation, as well as the training of support staff for a smooth rollout.

81% of surveyed organisations said improving student experience was a top priority

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United Kingdom

The online education market in the UK, just one element of digital transformation, is expected to reach £7.2 billion USD by the end of 2023 and £10.4 billion by 2027.[11] This suggests that students in the United Kingdom likely already know the value of digitisation and are looking for more effective ways to reach it.

That may be part of the reason 42% of these universities report having 'transformative' investment plans going far beyond a short-term focus. 53% are prioritising data security and 47% are looking at collaborative cloud platforms.[12]

Looking further into these digital transformation projects, investment has been made into cloud and AI technologies at Staffordshire University to enhance the digital student experience. This is evident with the introduction of a 'digital guide to student life' app 'Beacon' which uses Chatbot technology to provide 24 hour support to students.[35] It provides a personalised experience by syncing with students'

timetables and offering reminders about lectures, as well as study aids, and answers to frequently asked questions. The app is designed to improve student retention by better meeting student needs.

The introduction of such technologies into the higher education landscape also calls for tech professionals with the right skillsets. As technology evolves and higher education institutions recognise the need to adapt, those with skills in AI, cloud, data analysis, and cybersecurity are only set to grow in demand.

As technology evolves...higher education institutions recognise the need to adapt

The online education market in the U.K... is expected to reach £7.2 billion by the end of 2023 and £10.4 billion by 2027
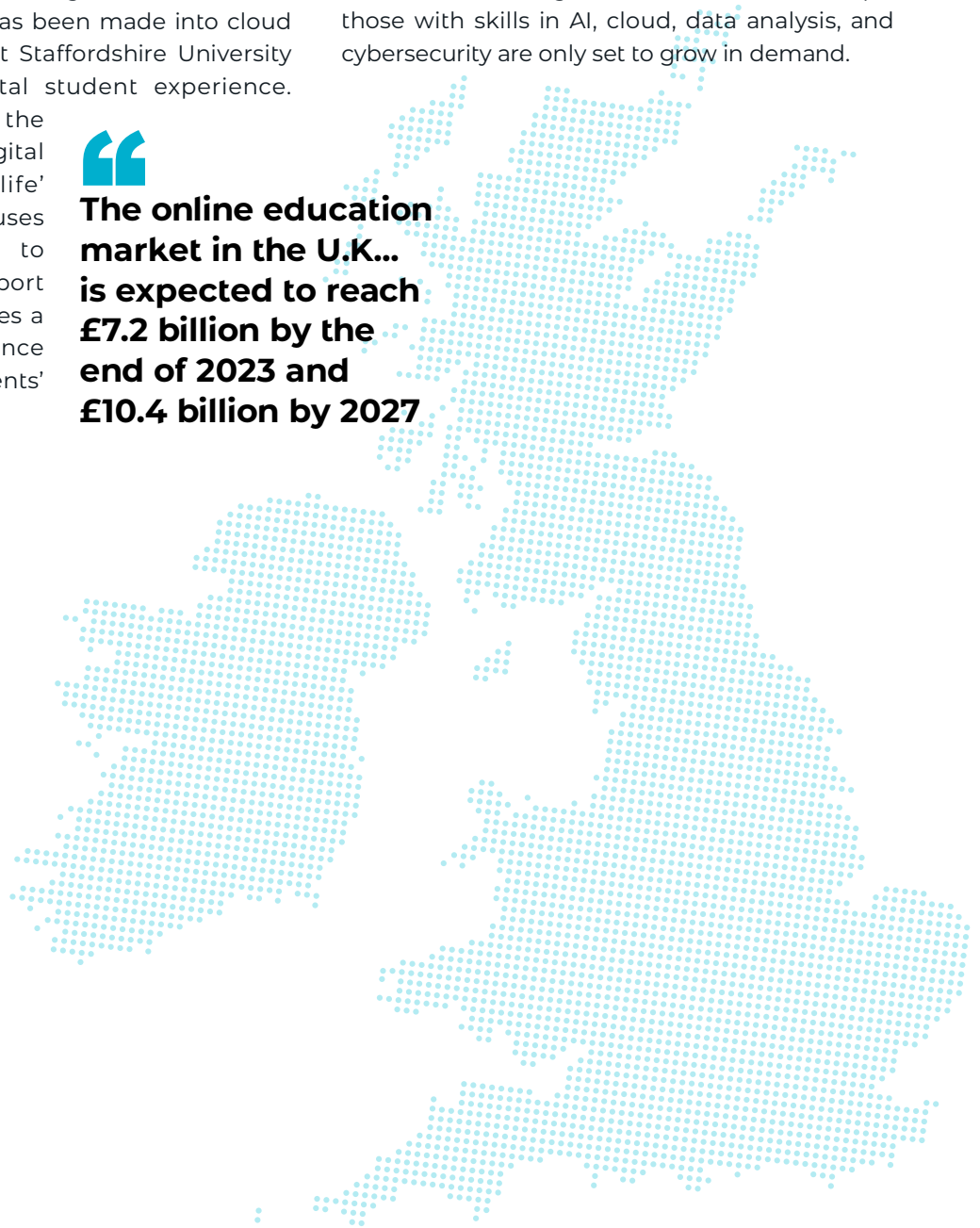
United States

In the US, enrollment rates have been steadily dropping[13] as students question the return on investment (ROI) of higher education degrees. Several digitisation trends have emerged to combat this enrollment gap, including personalisation, gamification, content curation, learning experience platforms and more.[14] Digital transformation is also high on educational institutions' priority lists, with research revealing that 13% of colleges were engaging in digital transformation in 2020, 32% were in the process of developing a digital transformation strategy, and 38% were exploring it.[36] With the pandemic fast-tracking the need for digital student offerings, this has only grown. In 2021, 96% of US college students expected a high-quality digital education experience and cited it as important to their satisfaction, up from 85% in 2017.[37]

One US school, North Central Missouri College, has been working on these digitisation trends and other initiatives for years. Its goals included bringing wired and wireless networks under the same system, streamlining data center management, upgrading platforms and investing in cybersecurity.[30] Universities across the country do much the same, uniting digital and student-centric efforts.

While higher education institutions across the country work to unite these efforts and combat the enrolment gap, budgets are shrinking and not all departments are on the same page. Research has revealed that only 9% of higher education leaders cite that their IT and Finance departments work in tandem.[38] With decreasing investment in technology, digital transformation efforts and progress can be hindered, and beyond this, a lack of collaboration between departments can also negatively impact these initiatives. Organisation-wide data assists higher education institutions in gathering an accurate picture of performance

> **32% [of colleges] were in the process of developing a digital transformation strategy, and 38% were exploring it**

as well as future forecasting, and without cross-function collaboration, these efforts can be slowed.

Insights also reveal that beyond internal co-operation and information-sharing, cross-institution collaboration is beneficial for higher education players.[38] This is something that a number of US higher education institutions have become involved with by the way of the Collaborative for Higher Education Shared Services (CHESS).[38] This has involved five public colleges in New Mexico partnering on a shared cloud platform to enhance the student experience, as well as improve internal efficiencies and achieve cost savings. This cloud platform has allowed the colleges to better manage their student records and services, and provide a better user experience for students, enabling them to access a greater number of classes across the five locations, thus working to bridge the enrolment gap and encourage greater course completions. With an investment in cloud technologies, the need for skilled professionals to manage these systems also grows.

When it comes to skills in demand, beyond cloud systems, higher education institutions across the US are also investing in analytics and AI, and need the right tech professionals to support this transformation.[39] As colleges invest in geo-tech and predictive analytics to better understand student behaviours and interests, they are able to provide greater personalisation for students, improving their experience with the institution, ultimately contributing to higher student retention rates and increased profitability.
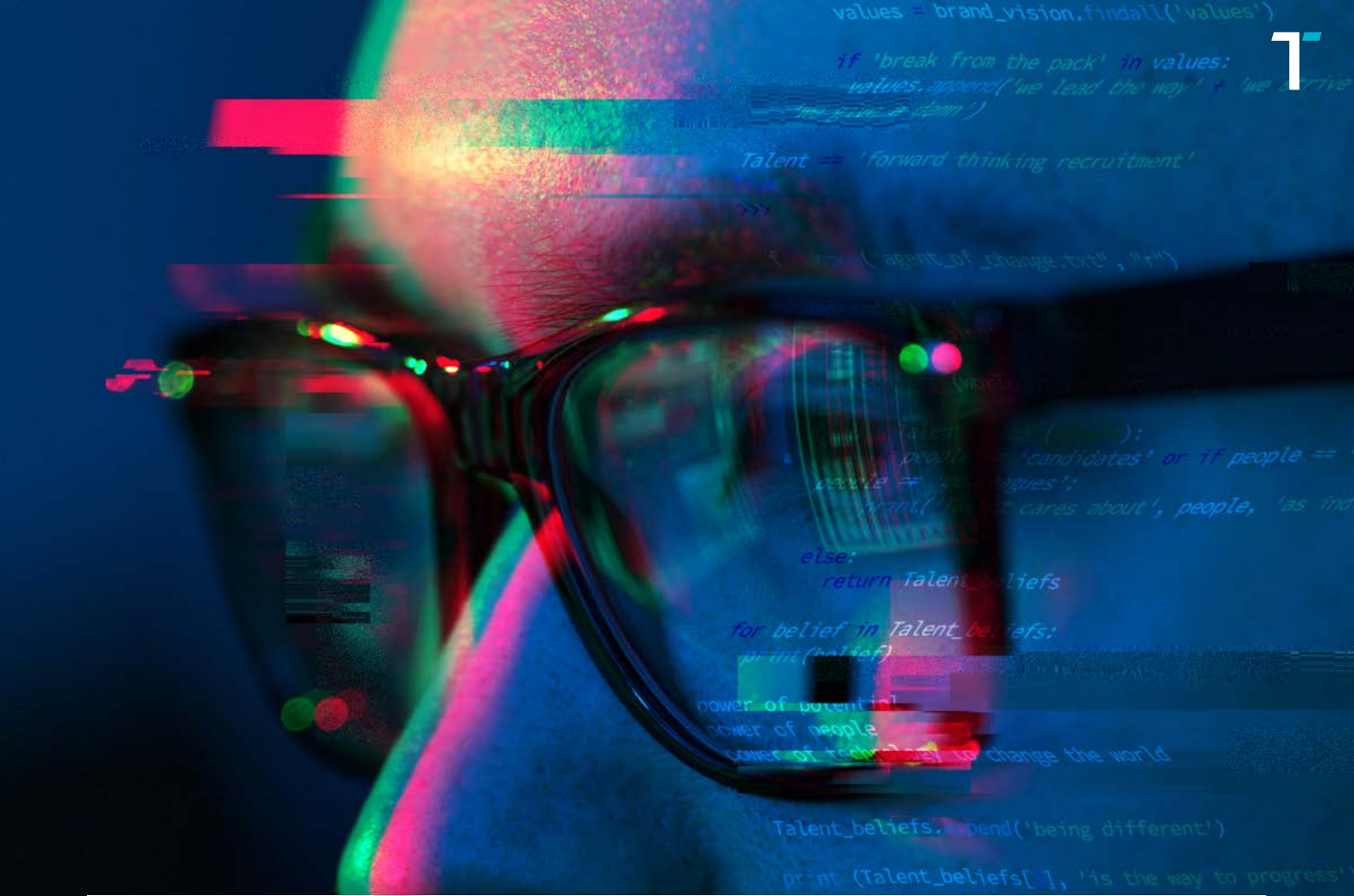
> **Higher education institutions across the US are also investing in analytics and AI**

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Worker shortages: when digital transformation becomes digital stagnation

Hiring the right people has always been a significant undertaking, especially now that digital transformation projects add so many requirements to the conversation. These days, higher education organisations find the tech hiring landscape even more challenging due to certain limitations:

Worker shortages

Global worker shortages stole the spotlight in 2021, when 'The Great Resignation' officially began in the US. Since then, lingering pandemic effects and ongoing shifts in employee expectations have left a significant gap in the worldwide workforce. In fact, job vacancies far outpace pre-COVID levels in the AU, NZ, UK and US markets.[15]

Naturally, higher education institutions in need of tech experts have not been immune to this phenomenon. On top of that, with nearly 40% of surveyed higher education tech candidates interested in switching jobs in under six months, it's particularly difficult to keep talent once you've found it.[20]

Skills shortages

It's not just people that are missing - there's also a shortage of relevant skills. This is especially true in tech roles, where digitisation, software and vulnerabilities move faster than workers can develop expertise and build experience. For example, several of the top 'occupations in demand' in Australia as of February 2023 were tech-related, including:[16]

Program administrators

Database administrators

Information and communication technology (ICT) security specialists

System administrators

Tech roles such as security consultants, telecommunications engineers and IT architects have also showed up on many of New Zealand's skills shortage lists over the years.[17] The same is true for the United Kingdom, where there's a shortage of 'all jobs' for IT business analysts, programmers, web professionals and more,[18] and the US, which lists significant needs in similar tech roles.[19]

Organisations aren't the only ones feeling these shortages. 23% of surveyed higher education tech candidates said they needed more training in cybersecurity and software development while nearly 20% wanted to learn more about artificial intelligence.[20]

The competition

A tech expert may not think the higher education industry is capable of putting their skills to good use. Though this perception isn't necessarily realistic, that doesn't change the fact that more visibly tech-focused industries often have the top spot in candidates' minds and job searches. This context, in addition to already fierce competition from other universities, makes tech worker shortages feel particularly pronounced in higher education.

More visibly tech-focused industries often have the top spot in candidates' minds and job searches.

Budget restrictions

Pay expectations are rising and budgets are spread even thinner. With rigid salary benchmarks in place for candidates in many higher education institutions, hiring managers are facing challenges in securing top talent. Our local recruitment experts observe that these institutions are often forced to put candidates into positions above their experience level, just to meet market salary expectations. This complicates entire workflows and team structures while still introducing risk to hiring budgets.

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Finding the tech professionals for digital transformation in education

Hiring challenges have always existed and will only grow more complex as digital transformation and global pressures change the landscape. However, higher education institutions aren't without hope.

Start by finding the balance between three things - resourcing, hiring and retention - to create a solid foundation. This makes yours a more attractive work environment for highly skilled tech applicants, helping you overcome challenges your competitors are still struggling with. Here's how to get started:

Get resourcing

✏️ Project scope

If you're responsible for a digital transformation project, it's easy to get so caught up in details that you overlook the big picture. To keep yourself organised - and to stay within budget limitations - remember that the scope of your project should always be the first consideration when determining hiring needs.

Naturally, some situations call for temporary hires while others create entirely new, long-term roles. For example, an integration and migration specialist might only stay on until your digital transformation goals are fulfilled. Meanwhile, a cybersecurity expert would likely be a more permanent addition to your team due to continuous needs and vulnerabilities.

The same is true for the number of people you'll need to hire in each position, how you'll integrate them into current team structures and what your definition of success will look like. Knowing all these things before the hiring process begins will help you build better, clearer expectations with candidates.

> **To keep yourself organised - and to stay within budget limitations - remember that the scope of your project should always be the first consideration when determining hiring needs.**

💼 Tech roles

A single digital transformation project can involve a huge variety of tech roles. However, many of those jobs have overlapping experience - which is why you should consider resourcing based on skills and responsibilities instead of formal titles.

Say your digital transformation efforts are all focused on the cloud. A cloud platform specialist might be ideal, but a project manager, migration expert, architect or data specialist might also have the necessary skills.

Our expert, Talent Sydney Principal Account Manager, Majella Sanders, also notes that your approach should be "experience over degrees." She explains that "It depends on the specific role. Where a certain skill set is required, it's good to have industry certifications. You might prefer a candidate with a degree, but it shouldn't be essential."
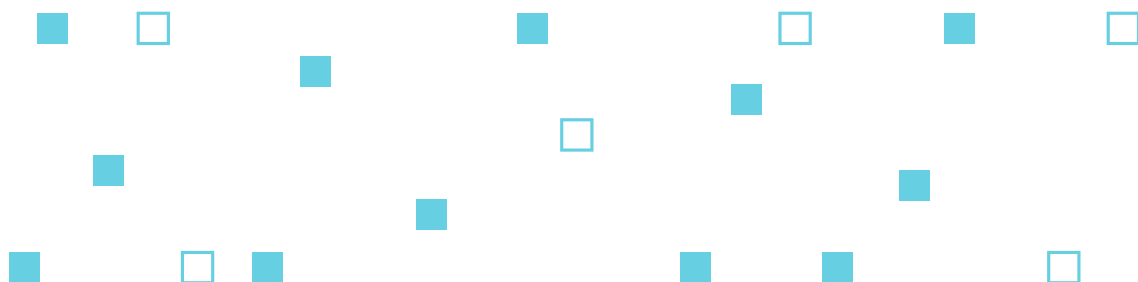
Planning

To attract skilled tech workers, you'll need to present them with an environment where they can immediately jump in and use their talents. This requires planning your projects well ahead of time, which should include:

Having necessary information, background or context ready to share with new hires.

Streamlining your onboarding process for contract employees or projects with quick turnarounds.

Ensuring your existing tech setup is ready to support digital transformation or integrate with new solutions wherever possible.

Giving students, staff and faculty advance notice about any potential disruptions, downtime or changes.

You may do these things already - but if you don't present this as an organised, fast-moving environment prepped and ready for change, your hard work could be overlooked. When tech experts accept a position, they want to focus on their own responsibilities, not basic troubleshooting and quality assurance.

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Hiring, done right

👤 Contract teams

An increasing number of IT projects, especially those related to digital transformation, are supported by contract teams. This is an attractive option for most higher education organisations, especially since rates are better aligned to market expectations. However, there are two key considerations:

💡 Project considerations

Contractors are great for comparatively short-term roles. However, depending on the terms of their agreement and their personal preferences, they may not be able to transition into long-term work - so you may still need traditional applicants for permanent digital transformation positions.

🕐 Contract length

According to Talent Sydney Principal Account Manager, Majella Sanders, "Short fixed-term contracts - anything less than 12 months - are not competitive. Where possible, two-year fixed-term contracts would be more attractive to candidates."

🏠 Remote workers

Due to the enterprise bargaining agreements (EBAs) some universities have in place, you may not be able to engage permanent or fixed-term candidates who aren't in the same state as your institution. This depends on local requirements or restrictions, but the solution is relevant to higher education organisations everywhere.

Look into the possibility of expanding your talent pool by hiring remote workers within your state but beyond your city. Nearly 50% of surveyed tech contractors in the public sector either agreed or strongly agreed that remote work didn't make them feel isolated - and, in fact, 75% said this is the perk that mattered most to them.[21] Flexibility doesn't just open up a new talent pool; it also increases your employee value proposition and makes you more competitive.

"

Nearly 50% of surveyed tech contractors in the public sector either agreed or strongly agreed that remote work didn't make them feel isolated

Pay sensitivity

Be sensitive to what tech applicants are looking for, even if your budget isn't currently set up to offer exactly what they want. For example, higher education institutions tend to pay tenured employees better than incoming workers, but our experts say that may not be the only path to success.

"The younger generation of candidates is not as concerned about higher superannuation at 17%," says Talent Sydney Principal Account Manager, Majella Sanders. "They would much prefer to have the money now. Look into ways to make it easier for candidates to receive an exemption to take the statutory minimums and then offset the difference to be paid into their base salary."

> **The younger generation of candidates is not as concerned about higher superannuation... they would much prefer to have the money now**

Hiring best practices

Long recruitment processes halt project progress and jeopardise promising candidate opportunities. Ensure an excellent experience from beginning to end by:

Creating clear, specific job descriptions

Talent Wellington Senior Recruitment Consultant, Georgia Hynes, notes that "candidates, especially females, can be put off if they don't feel they meet every criterion." That means creating honest descriptions that lay out must-haves but encourage job seekers to apply nonetheless.

Eliminating delays

Talent Sydney Client Relationship Manager, Steve Tompkins, shares that the No. 1 common pain point in tech hiring is "long recruitment processes where candidates can be lost to other opportunities." Streamline approvals and recruitment decisions, and don't let slow systems create delays in official verbal or written offers. Acting fast is key to securing a tech expert before your competition does.

Simplifying onboarding experiences

According to Tompkins, "Onboarding a new employee is one of the most important aspects of recruiting and retaining talent." Cut out unnecessary steps, simplify platforms and processes, be proactive about solving problems and make sure all tasks are relevant to the job. Throughout the process, remember that "you need to sell to the candidate as much as the candidate needs to sell their capabilities to you."

The No. 1 common pain point in tech hiring is long recruitment processes where candidates can be lost to other opportunities

Maintaining a united front

Tech employees want to bring their skills to a supportive, collaborative team. Prove your higher education environment is the perfect fit by making a good first impression and ensuring consistent quality throughout the recruitment process.

Retention

When it comes to turnover, the numbers can be alarming. Nearly 10% of Australian workers changed jobs between 2021 and 2022.[22] On top of that, 4% of all business types in the UK saw rising turnover rates in the span of a single month in 2021,[23] and the most recent data from the US shows 5.7 million separations in April 2023.[24]

Contract workers will remain on your team for a set period of time, but other employees don't necessarily have the same obligations. To keep traditional hires from pursuing other opportunities, you'll need to weave value propositions and retention techniques into hiring from the very beginning. For example:

> **Contract workers will remain on your team for a set period of time, but other employees don't necessarily have the same obligations**

Clarity

Tell applicants what your digital transformation goals are and how they'll contribute. Setting clear expectations upfront helps motivate tech workers to stay on board and bring successes to fruition.

Benefits

Your competition offers increasing perks beyond salaries. Highlight the benefits available to higher education workers - for example, IT professionals may appreciate the security of traditional business structures over scaleups.

EVP

Your employee value proposition should highlight your values and vision, making employees excited to work for you long-term. For example, 84% of surveyed tech candidates said it's important for organisations to prioritise environmental sustainability, and 59% say this influences their decision to accept a job[25] - so pay special attention to Environmental, Social and Governance (ESG) topics.

Purpose

With 86% of tech workers saying it's important or highly important to connect to an employer's mission and 37% saying this is the main thing they need to feel fulfilled,[21] you should always help potential and current tech employees understand their purpose in the organisation. Give examples of how you'll help them develop personally and professionally. Hynes explains, "Where possible, ensure that existing employees have a clear career path and are given the opportunity to upskill and develop themselves. This is particularly important for junior to mid-level employees." When it comes to what top candidates are searching for, Tompkins also shares that "We've seen a growing shift in the importance candidates place on a sense of personal value and purpose in their work. The Higher Education industry is one that can provide a real employee community and shared purpose, which will be a big draw card in the coming year."

Strategy

Autonomy and flexibility are not polar opposites of connection and culture. Instead, position your strategy as a 'culture shift to hybrid,' proving to tech employees that you can support their setups and tasks without micromanaging. Some candidates are even willing to be flexible on salary expectations if remote work is an offered perk.

Contractors: Are you overlooking their employee experience?

Why is it important to fully include someone who stays with your business for only a few weeks or months? Because this person accomplishes significant work to your company's operations, extends your strategy, determines the output of your project and can be your best advocate (or biggest detractor!) in a competitive hiring market. People are a company's most precious asset, and that includes the ones who are only with you for a short time. So, how do you drive engagement with contractors?

We surveyed over 1,700 tech contractors around the world[21] to find out what is most important to them when working for a client. The following tips are based on their direct feedback:

Build connection

87% of contractors felt that it was important to feel connected to their co-workers. Connection is a natural human need, but contractors are often left out of the social aspects of a company's culture. Creating a sense of connection between your temp and permanent team members can have an enormous impact on the quality of the outcomes you'll receive. How do you do this? Here are some of their suggestions:

Opportunities to network and socialise

Regular events, virtual connect sessions and in-person meet ups

A social media site (like Slack), social events, learning workshops, and/or virtual guest speakers (lunch time sessions)

Access to a forum so we can stay connected

Training sessions

Instil purpose

Organisations that succeed in making their mission personal to employees see performance that sets them apart. Gallup research shows that just a 10% improvement in employees' connection with the mission or purpose of their organisation leads to a 4.4% increase in profitability.[40] Yet this is not just limited to permanent staff. In our research, we found that a large number of contractors expect their clients to have a clear purpose or mission in order to feel fulfilled at work. In fact, 86% of the contractors we surveyed said it was important for them to feel connected to the company's mission or purpose. How do you go about this? Here's what our survey participants said helped:

A sense of knowing my work / contribution is important and valued

Interesting and challenging work

Achieving positive change

It's clear that making sure your contractors know and understand the value of their contribution towards a bigger picture purpose can have a hugely valuable impact on their motivation and productivity.

Provide the benefits that really matter to them

Over 50% of contractors said that benefits / perks were important to them - an interesting discovery, as contractors have historically missed out on the usual company-provided goodies. But before rolling out gym memberships to everyone on the project team, take the time to find out what really matters to them – you might find it's something that won't panic your CFO.

Our survey participants ranked flexible work hours and remote work the number one benefit an employer could offer them, taking over 75% of the vote. The next top answer was healthcare benefits, which received just 9.39% of votes. Accommodating contractors' desire for flexibility is imperative for businesses who want to attract the very best.

ENGAGE

There's no doubt that the contractor workforce is growing at a rapid pace, and the competition to attract top tech talent is tough. Delivering an exceptional experience for your contractors will have a significant impact on your team productivity, culture and employer brand.

At Talent, we provide a contractor experience that's all gain and no pain. Through our market-first digital platform, ENGAGE, we combine the practical bits of being a contractor with the health, development and wellbeing benefits they usually miss out on. Learn more about how we can look after your contractors and provide them with an exceptional experience.

Find out more

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Searching for top of the class talent?

Digital transformation efforts don't complete themselves. You'll need to overcome key challenges and hire the right people to bring valuable tech skills onto your teams.

We can help with both.

At Talent, we're the leading supplier of digital talent to higher education institutions in our largest market. Working with over 340 active contractors who are driving digital transformation within the education sector, and supporting 54 higher education institutions, we know a thing or two about sourcing the right tech professionals for your needs.

We also have the expertise to help you deliver your digital transformation projects. Through our IT project delivery company, Avec, we leverage our decades of project management experience to help you master your tech transformation.

Get in touch to build world-class higher education tech teams and ace your tech projects.

Reach out to Talent today

#1
supplier of digital talent to higher education institutions

345+
active contractors driving digital transformation in education

54
education institutions supported around the world

About Talent

Talent is a global technology and digital recruitment specialist committed to creating a better world of work for all. From simple beginnings in 1995, Talent now connects thousands of tech and digital professionals annually with a diverse range of organisations through its offices across Australia, NZ, and the US. The Talent group encompasses embedded recruitment service, Talent Solutions; specialised Microsoft recruitment service, Talent Microsoft; IT project delivery consultancy, Avec; youth employment charity foundation Talent RISE; and contractor experience platform ENGAGE. Talent brings real value to people and organisations by building highly skilled and engaged teams, rethinking technology solutions and improving lives by creating a strong sense of belonging.

world of work for a better

Sources

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