

Interview Guide for Employers

Background

- 1.) Can you share with us a brief description of your work experience and education?
 - Tenure at current job, previous career, where did you go to school?
 - Do you have any professional associations related to IT?
- 2.) Can you tell us a little about your organization?
 - What kind of products and service do you offer?
 - How many locations do you have and where are they located (metropolitan and/or nonmetropolitan areas)?
 - What kind of customers do you serve? Residential, small businesses, etc.?

Business

- 3.) How many employees does your business have? What is their typical education?
 - Is there a minimum level of education that you prefer? Why?
 - Do you have different expectations for new hires that receive training at community colleges, four year colleges, etc.?
 - Do you recruit from any local educational institutions (career days, published internships/apprenticeships/etc.)?
 - Do you frequently hire new employees who are recent graduates of IT programs?
 - What methods and sources do you use to recruit entry-level IT technicians? Which do you find to be the most successful?
 - Do you frequently recruit from any particular schools, temporary placement agencies, job posting services, or networking activities?
 - Are there any business-wide practices or philosophies that guide your hiring?
 - How similar is your firm to other firms in the area in how you hire for these jobs?
- 4.) What is the typical career path for an IT technician in your organization?
 - Are there opportunities to move up within your business?
 - What is the typical length of tenure in these positions?
 - What role does education have in the promotion process?
 - Do you ever encourage or pay for your IT technicians to pursue additional education or certifications as needed? What kinds?
- 5.) What are the roles of entry-level IT computer support and network technicians in your business?
 - What are common tasks they complete?
 - What is the extent of supervision or field training for your IT technicians?
 - What are the educational backgrounds of your current IT technician staff?

Employee Skill Sets- Technical

- 6.) When recruiting for entry-level IT technicians, what technical qualifications and certifications do you seek?
- Have you noticed changes in what you consider to be necessary technical skills for your IT technicians over time? Please give examples.
 - How has widespread broadband deployment affected the technical skills that your IT technician staff need?
 - Does this vary at all in metropolitan and nonmetropolitan areas (urban vs. rural)?
 - Can you give us examples of products or services that are requested most frequently in metropolitan areas? In nonmetro areas? *(If the employer, only serves one type of area, adjust question accordingly)*
 - Can you give us an example of technical skills that are required most often to address the needs of metropolitan areas? Of nonmetro areas?

Employee Skill Sets- Other

- 7.) Have you noticed changes in what you consider to be necessary “other” skills for your IT technicians over time? These can include people skills, administrative skills, or anything else you can think of that is not directly related to IT certification and training. Please give examples.
- How has widespread broadband deployment affected the “other” skills that your IT technician staff need?
 - Does this vary at all in metropolitan and nonmetropolitan areas (urban vs. rural)?
 - Do you think that any of these “other” skills should be incorporated as part of formal IT technician education?
 - How do you think employees learn these skills, if not during their formal education?

Job Descriptions and Skill Sets

- 8.) Could you provide us with example of available job descriptions (past or present)?