

## ① Support Business Processes



New Hires should be able to support the business by making processes simpler, less expensive and faster.

Develop and grow an IT strategy by working with business executives that will support their objectives.



# CRAIG PETERSON

AMERICA'S LEADING SECURITY COACH

## ② Data Network



Be able to design, implement and support a network that is capable of securely connecting all critical business systems in a way that supports collaboration by employees, vendors and customers.

## ③ External Resources



Businesses depend upon their supply chain members to be able to operate efficiently. Linking into your supply chain, or providing access to data to your customers, is one of the most critical functions of your

new I.T. hire. They must be able to understand how to tie these various systems together securely.

## ④ Assist



Assist the company in your use of technology to build a definite competitive advantage.

They must be able to assist employees to make the most effective use of company IT resources, by providing various forms of user support.

# HIRING INFORMATION TECHNOLOGY CHEAT SHEET

## Customize ⑤

They should be able to configure or even customize software and other parts of the IT system to meet specific business needs -- which can change frequently. Agility is an important aspect of this hire.



## Make Resources Available ⑥

They should make sure that the proper IT resources are available when needed, and that they can meet the changing levels of demand within the company..



## Investigate ⑦

They should investigate all options, such as outsourcing management of the infrastructure, or be renting additional IT capacity from an external provider.



Many times integrating with cloud services will allow for an increase both flexibility and responsiveness.

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## ⑧ Deploy



They should deploy the latest Internet Protocol (IP) networks with the capability to carry all voice, data, video and Internet traffic over multiple data networks. By using Internet protocol

networks, organizations are able to replace their legacy telephone systems with an IP-based system (VOIP), which will reduce complexity and provide a platform for deploying advanced unified communications tools.)

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## ⑨ Responsible



They will be responsible for storing all company information from sources such as customer records, sales data, market research, financial records,

manufacturing and inventory data in a single data center.

They need to demonstrate that they are a responsible person, able to handle stressful situations.

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## Maintain Data ⑩

They must maintain at least three sets of backups of all customer records, sales data, market research, financial records,



manufacturing and inventory data and verify that each copy is recoverable.

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## Collect Data ⑪

They must set up links to collect data from retailers, distributors and the supply chain, so that managers can make sales,



marketing and production decisions based on the most current information available. This means having a good understanding of how to use APIs and OAuth methods of authentication.

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## Training ⑫

They must be able and willing to develop and provide training to employees, so they can quickly make productive use of all new resources.



# HIRING INFORMATION TECHNOLOGY CHEAT SHEET

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## 13 Support



They must provide ongoing support to users, through a help desk or self-service facilities, on the company intranet.

## 14 Outsourced



You might want to consider a Managed Services Provider (MSP) to assist you. An MSP must be able to do all of these things, but it does not mean that you need them to.

If you contract with an MSP, it is essential that you are specific in your descriptions of the jobs that you require them to handle. Just as there are various levels of employee abilities, MSPs vary greatly in their ability to properly care for your company. Since the MSP market has grown considerably in recent years, many "Break-Fix" computer businesses have hung up a shingle advertising their managed services. Experience truly matters when it comes to fulfilling businesses' true needs.

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