

# How to Win the Race to Secure IT Talent





In today's dynamic IT landscape, the technical expertise and knowledge of your staff are finite resources that must be carefully and strategically managed. However, hiring and retaining IT professionals can be a challenging and costly endeavor, especially in today's competitive market. With the demand for IT services at an all-time high, it is crucial to harness every available tool to maximize the potential of your team.

In this eBook, we'll discuss how you can leverage IT documentation and win the race to secure the top IT talent in the market.

# Challenges in finding, hiring and retaining talent

Did you know that the European Union estimates a shortage of eight million IT specialists by 2030? Every fall, a new batch of university graduates enter the job market. However, competition is fierce to secure the top talent from each batch. With big corporations constantly looking to snatch the best candidates, you need more than just salary increases to bring them into your fold.

Among the many challenges IT teams face in talent acquisition, finding the right talent is the most common, followed by lengthy onboarding and talent retention. Here are some key challenges you may face during the hiring process:

- **Shortage of available talent:** The demand for talented IT professionals is higher than ever. With multiple organizations competing for similar skills, small companies find it extremely difficult to find the right candidates for the job. When compromising on skills for talent, you will inevitably experience skill shortages in various specializations like cybersecurity, compliance and data management.
- **Lengthy onboarding and recruitment process:** Onboarding a new technician is not easy for most companies. With critical information spread across multiple platforms, many companies struggle to gather the right onboarding material. Moreover, companies must allocate and remove experienced professionals from their core tasks to assist new staff with onboarding. This can be costly in the long run.



- **Poor retention:** Even after acquiring new talent, a company cannot always be certain that its talent shortage is resolved. Many candidates will receive multiple offers during the job search and may jump to a new offer when given a chance. A competitive salary may not be the only factor that could help with retention. Other factors, like work culture, job role, peers and location, also play a major role in retention.
- **High costs:** Hiring new talent is a cost-intensive process that requires many resources. Managers must dedicate their time to interviewing new candidates and evaluating the skills needed for the organization. The productivity of key resources might be affected in this process, resulting in higher costs.
- **Time wasted in finding information:** While this may not seem like a significant hiring challenge, the time wasted in finding information could be costly in the long run. Lack of access to information slows down the hiring and onboarding process, which increases the risk of candidates getting snatched up by rivals in the market.



# How documentation helps

Many knowledge workers spend at least 20% of their time searching for information. It reduces their productivity and makes them feel highly overwhelmed and frustrated. This frustration could be one of the key reasons why many companies struggle with employee retention. Imagine hiring a talented technician only to push them to the brink of frustration with inaccessible documentation, missing information and poorly managed SOPs. This will inevitably result in a massive turnover.

To overcome this, you need to get your documentation in order. Providing easy access to information can improve productivity and reduce employee frustration.

Let's discuss the three critical aspects of documentation and how it helps IT teams boost retention.

## 1. Knowledge consolidation

Every organization collects, manages and stores critical information for future reference. The problem lies in how well this information is stored and how easy it is to retrieve. In most cases, information is spread across multiple siloed platforms accessible with different credentials and logins.

To reduce this, IT teams need a robust documentation solution that consolidates the knowledge stored in different solutions under a single, unified platform. Knowledge consolidation makes it easier to access information from various sources and boosts productivity by allowing quicker completion of tasks.



For instance, a new employee trying to troubleshoot an installation issue will need instant access to information. Without adequate knowledge management, newcomers must rely on their peers to understand this process. However, in an organization with a well-managed information infrastructure, you can simply share the knowledge base article on installation with a step-by-step overview of the troubleshooting process.

With a robust documentation solution like IT Glue, you can access related items, such as applications, configuration details, document folders, user details and more. All this will help you access information faster and resolve issues swiftly.

Here's a list of benefits you can witness through knowledge consolidation:

- **Prevent repetitive questions:** Imagine dealing with multiple questions from different employees on the same process. Senior technicians often must go through this, which kills their productivity since they are removed from their core tasks. With easy access to information, you can prevent this issue.
- **Speed up everyday tasks:** When information is spread across multiple tools, your technicians must get on various platforms to access this information. Knowledge consolidation can bring everything into a single pane and speed up everyday tasks.
- **Prevent inconsistencies:** When your technicians don't have access to standard information, they will likely use their own tactics to perform tasks, resulting in inconsistencies in their work. You can avoid this issue by providing your technicians with access to standardized knowledge.



- **Maximize long-term productivity:** Poor documentation wastes valuable time even before you realize it. By consolidating your organizational knowledge under a unified solution, you can stop this time waste and maximize your long-term productivity.
- **Prevent knowledge loss:** Knowledge loss is a major struggle for companies worldwide. It is often due to employees leaving their jobs and taking their knowledge, if not properly documented. You can prevent knowledge loss if you have a robust tool that centralizes your documentation.
- **Increase knowledge sharing:** In many cases, employees lack access to information simply because there is no easy way to share it. A documentation solution that centralizes information management and makes information sharing easy can help effectively share knowledge across the organization.
- **Create a safety net for your IT processes:** When your IT processes are properly documented, you don't have to rely on the expertise of a few senior professionals to manage your team. You can easily use the documentation to bring your new resources up to speed.



## 2. Structure and standardization

A good structure helps standardize the information you store in your organization. Structured documentation is essential to record repetitive information that needs to be shared throughout your organization. If you don't have standardized templates to document information, your technicians will likely record everything in their own individual formats without any consistency, leading to inconsistent documents.

Most importantly, inconsistent documentation is one of the main causes of inefficiency at work. When you have similar processes, you must use standardized templates to ensure consistency. New hires can refer to these documents anytime. Also, standardized documentation prevents new hires from wasting time asking established peers for help and allowing them to focus on more important tasks.

Unstructured tools like Microsoft Word or Excel are not ideal if you wish to standardize all the information in your IT infrastructure. Also, many organizations have information inside isolated tools, which can be hard to analyze in unstructured formats.

A robust documentation tool can help structure your organizational knowledge. With a standardized framework, your technicians can input and view information the same way for all your processes. Even when new hires work on a task, they can immediately refer to this structured information and understand the requirements.



Here are a few reasons why structured documentation is vital, including:

- **Lowers training costs:** Structured documentation helps you with smooth onboarding and reduces the training period. As a result, you can significantly reduce your training costs in the long run.
- **Fewer errors:** Structured documentation minimizes the possibility of errors in the information stored. Documents created without any format are bound to include a level of human errors. Automated and standardized documents can be understood even by your most junior staff.
- **Reduces time waste:** The number one cause of inefficiency is inconsistency. If the documentation format varies based on the person who documents it, you will not likely gain much value. New hires will have a tough time understanding inconsistent documentation from multiple sources. With structured documentation, senior technicians don't have to waste much time explaining things to new hires.
- **Better brand perception:** Companies with solid documentation processes are often perceived as better brands by employees. These companies typically have seamless onboarding processes, better access to information, better information security, etc. When new hires go through poor onboarding, it affects their perception of the brand that hired them. Most often, this is one of the key reasons behind their early exit.

### 3. Automation

When you are a talented IT professional, the last thing you want to do is get stuck performing repetitive tasks, such as data entry, password resetting and file monitoring. Unfortunately, many organizations still need their technicians to handle such things, and more often than not, these tasks fall on the shoulders of new hires. When you free your technicians to focus on more vital and core tasks, they will contribute even more to your organization's growth.

Robust documentation solutions such as IT Glue can integrate with various tools in the market and collect information to represent it in one centralized, interconnected hub.



# Winning the race for talent with IT Glue

Hiring the right IT talent has always been a challenging circumstance for organizations. In today's world, highly skilled IT professionals can find work anywhere globally. As a result, retaining top talent has become an ongoing struggle for companies. Taking too much time to secure the right tech talent can cost you a lot in the long run and compromise your growth. Among the various strategies you can implement to secure IT talent, taking control of your documentation is crucial.

IT Glue is an award-winning documentation solution that can help you overcome the challenges of hiring and retaining IT talent. As a robust document tool with innovative features, IT Glue can help consolidate your organizational knowledge, structure that knowledge and automate repetitive processes. You can leverage these benefits to streamline your hiring and onboarding processes for IT talent.



# Secure, Mature and Integrated Documentation



## Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.



## See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.



## Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.



## Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

Trusted by More than 13,000 Partners  
in 70+ Countries



# Safeguard Your IT Operations with Secure Documentation

Request a Demo

When it comes to data security, [IT Glue](#) is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

