

# exceptionally focused to support your growth

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**In a business market that is moving fast yet remains unpredictable, it is critical to focus on what is important.** For companies which rely on information technology as a strategic component of their business strategy, this means identifying the next technology wave – or spotting key customer trends before the competition. At Astreya, we are singularly focused on one thing: hiring the best system and network engineers. Our relentless focus has helped our clients – early stage companies through Fortune 500 entities – grow their businesses faster. In this Astreya Newsletter we highlight how Astreya excels in this area and showcase what makes our recruiting process unique.

## **It starts with great people**

A company's growth often requires enhanced IT infrastructure since technology is a competitive differentiator. Additionally, for companies expanding internationally, businesses realize that it is essential to have highly capable in-country IT resources to support their business model. CXOs who have successfully navigated through different stages of growth know that successful performance can be complicated; the road can be fraught with pitfalls and stumbling blocks for the company that lacks focus or cannot execute.

Astreya is totally focused on hiring only the highest qualified candidates in systems administration and network engineering. Our rigorous recruiting process reflects the uncompromising quality of our own employees. Jenny Rhoten began working at Astreya in June of 2007 and has played an integral role in helping Astreya build a world-class recruitment practice. We spoke to Jenny about what this means and the direct benefit it has to Astreya customers.

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## Q&A

### **Jenny Rhoten** Director of Recruiting



#### **Jenny, can you talk about your role at Astreya?**

I started working for Astreya when the company launched its Professional Services division. I was one of the first people employed in that group, and was assigned to work in the field with one of our biggest clients. In that role, I was part of a small management team focused on training and deploying desktop support technicians. Towards the middle of 2008, my role had a greater emphasis on recruitment and I began handling Astreya's online training and assessment program.

#### **How does Astreya go about developing best practices in recruitment?**

We attempt to 'cast a wide net' and do much of our recruiting through private sources which we have cultivated over time, but also selectively scour local job boards. We also pursue local referrals and take advantage of web technologies where possible, such as video chat capabilities.

Once we identify a pool of candidates who satisfy our baseline criteria, we do a pre-screen video chat to establish whether this group possesses the core technology knowledge required for the position. If a candidate makes it to the second round, we invite them to one of our locations and introduce them to an Astreya team member. Here, the candidate gets a first-hand glimpse of what the position entails. We discuss more specific skills, processes and procedures, and if there the individual has sound technology skills and is compatible with our client's culture we would extend an employment offer.

Our process has come a long way and is now highly standardized; yet retains a focus on what is important for each client. Our team leads understand our clients' IT needs and cultures, and recognize what it takes to successfully deliver high caliber talent. Our experience of having successfully recruited time and time again is a huge benefit and helps ensure repeatable success consultants for our clients.

#### **What is unique about the way Astreya qualifies candidates?**

Our pre-screening questions are current and relevant to what is going on in the technology world today. We hone in on details early so we can determine whether a person is going to be a potential fit or not. For example, our networking engineering assessment has been scrupulously vetted by senior resident network engineers. We ask pertinent questions that are specifically related to the environment the candidate will be working in – this really contributes to the rigor of our process. With our baseline online assessment, we are able to weed out a lot of people.

For the second round technical interview, prospective employees are screened by Astreya personnel who are already working in the environment for which the candidate is being screened. We put a high degree of rigor into the process regardless of the level of the position. A desktop support technical interview might last 30 to 40 minutes, but a networking engineering or systems administration interview could take several hours.

#### **What systems do you have in place to ensure the success of new hires at Astreya?**

We have a team of Staff Managers to help ensure the success of new hires; they also make sure the retention rate is high and make sure we are getting regular, high quality feedback from our clients about performance. The Staff Manager is in the field all the time, visiting clients and checking in on current projects. The Staff Manager regularly offers opportunities to help the new hire succeed – for example, Astreya can assist with education, or by providing support for a technical certification that makes their work more valuable. Staff Managers do a bi-weekly follow up with the senior leadership at Astreya, so there is a strong support system in place that includes a combination of mentorship and support feedback.

**To learn more about Astreya's recruiting activities, take a moment to download our brochure [here](#).**

## how can we help make your world a more productive place?

#### **Have a tough assignment?**

We want to hear all about it. Let's talk.

***Call us at: 800.224.1117***

#### **Interested in joining the Astreya Team?**

It's not just a career move, it's a leap.

***[opportunities@astreya.com](mailto:opportunities@astreya.com)***