

# An Inside Look at the Staff Manager's Role, Part 1

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## **Establishing Seamless Communication and Feedback for our Clients**

Innovative and fast growing companies come in all shapes and sizes. They are comprised of passionate visionaries and motivated staff, each of whom possess the right qualities and competitive drive to help these companies become successful market leaders. Leading companies also understand how to leverage their core competencies, and know when to engage other partners to support them. This includes finding exceptional IT talent to support and accelerate key initiatives. These companies regularly call on Astreya – which is known for providing outstanding system and network engineers around the globe. In this newsletter, we look behind the scenes at how Astreya ensures that each of its placements is a success.

## **The 'Staff Manager' - At the Heart of Delivering Success**

The key to helping clients succeed with IT infrastructure-related projects is to ensure the right talent is in place exactly when and where they need it; performing at a high professional level and engaging effectively with client personnel. At Astreya, the Staff Manager fills this role, serving as the liaison between the client and the Astreya consultant. To deliver a successful project – no matter what the duration – the Staff Manager must consider not only the knowledge and skills of a candidate, but also their personality and interests.

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# Q&A

**Ellen DiBiase**  
Staff Manager



### **Ellen, how did you come to work at Astreya?**

Before I joined, Astreya held a panel with its clients and its existing consultants; the panel was very candid when asked which traits and characteristics were important in the Staff Manager role. This feedback was critical because the demands of the Staff Manager role include connecting the employees back to Astreya and working with them through job coaching to make sure that both the consultant and client are satisfied.

I was attracted to Astreya because of the focus they had on the relationship between the employee and the client – this was evident at the very beginning in their job description and it was even more apparent once I interviewed. It also fit my career aspirations given my background in organizational psychology. The position was much more hands on than what a more traditional HR environment might offer and differentiated Astreya from its competitors.

### **What is it like to be a Staff Manager at Astreya and what does the role entail?**

In my role, I manage the triangular relationship between the Astreya management team, the client and the consultant, which involves encouraging a constant flow of communication. Once the candidate is placed at a client site, I meet with them frequently on a one-on-one basis to monitor the progress and ensure they are meeting client expectations and to effectively address any communication issues. I also work side by side with the Astreya account representative for the benefit of the client, and together we collect feedback on performance. I pass that feedback on to my consultants to keep us on track with meeting client goals and performance benchmarks on an ongoing basis.

## **Can you describe how your team is composed?**

My field team is currently placed within eleven different client sites, and I work with about 25 client managers overall. Each client is different and each manager is different – so it is important to be able to analyze the client environment and what each of the client managers need in a consultant to be successful. Working with the managers and getting to know them is really important because personality fit is essential for us. We want to make sure we are putting the right person on the job – not only from a technical perspective but a cultural one as well.

## **What are some of the biggest challenges for a Staff Manager?**

We work with very high profile clients in the Valley and they are all extremely busy, so getting time with them to collect the feedback can be a challenge. However, it is so important to maintain that feedback loop because if there are any issues, we want to be sure to address them early. Very often, we can provide coaching and keep things on track.

## **How would you describe the culture at Astreya and how it benefits clients?**

We are a proactive company – if the client has concerns, we jump on those issues immediately. When we have a position requisition come in, our recruiting team works very hard to find the best placement in the shortest amount of time.

Our employees are also very proactive in the field, no matter who the client. Instead of waiting for work to come to them, they routinely interact with their teammates and offer help on existing projects. Additionally, in the Astreya culture our employees are eager to learn and are looking to advance their skill sets. They are pushing their own boundaries, and this in turn makes us more valued to our clients.

## **How difficult is it to find the right fit between employee and client?**

IT professionals tend to have a very broad range of personalities, so we want to make sure the people we are placing get along well with their teammates. While it can be hard work to ensure the best technical fit, the cultural fit can be more challenging since it is critical to the Astreya-Client bond but is an intangible feature. Do folks work in cubicles? Is it an open pit situation or are employees normally off by themselves? How flexible or conservative is the client environment? I bring this information back to the account representative and recruiting team to ensure it is a quality match and that our consultants are performing effectively.

## **What happens when a consultant starts work?**

The day the consultant begins, we have a kick-off meeting where we lay out expectations of the role. From there, I meet with them every few weeks to check in on the relationships, the team itself and overall progress. I also continue to interact with the account rep to see if there is any client feedback that needs to be passed on to our consultant.

## **How does Astreya retain such a highly qualified and motivated staff?**

The staff that I am working with consists of high-level network engineers, system engineers and project managers. They are already very successful in their careers, and by working with Astreya, they are able to work with some amazing and very well respected companies. It is a big motivator for them to work with these well-known, innovative clients and the exposure they are getting is paramount in their motivation. We also offer great benefits, social events and other perks like educational reimbursement.

## Why do your clients keep calling you back?

Companies realize that searches for new hires can be lengthy and expensive; when you have a partner like Astreya that is specialized in the categories of positions we place, we know immediately where to look even when the person is not currently on staff -- we have engineers already in our proprietary database who may have worked for us in the past, or may be referrals from our current consultants. This eliminates significant time, paperwork and bureaucracy for our clients, and enables them to have a productive engineer engaged in a much shorter period than a typical hiring process

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?

It starts with great people. A company's growth often requires enhanced IT infrastructure since technology is a competitive differentiator. 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. Learn more about our hiring process