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# THE
# Techie
# TIMES

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# TIPS FOR MANAGING
# REMOTE TEAMS

**D**ue to the rapidly changing circumstances around COVID-19, many companies have found themselves working remotely whether or not they had previously included remote work in their business strategy. The future is uncertain, but it's possible that remote work will continue to be an important part of day-to-day business in many areas and industries for some time. If managing a remote workforce is new for you, there are many ways you can work with your employees to make it an efficient and workable solution.

## Understand the Challenges
Things are tough right now, there's no denying it. On top of the more general concerns about coronavirus and what will happen in our country, your employees are facing many stressors. With social distancing in effect in many places, they may be trying to work amidst distracting factors such as children or other family in the house, anxiety about the situation, and getting used to remote work. Being understanding about the pressures everyone is facing is a great place to start and will help you approach the situation from a place of empathy. Being open with your team about how you know things are different right now can go a long way toward showing your employees that you care and that you understand their situation.

## Communicate Effectively

Taking things virtual is a big step for most teams and it's not always an easy transition to make. The circumstances forcing so many teams to go remote meant that there wasn't a lot of time to train and prepare for the situation, so communication is the key to success here. Teams that have been working remotely for a long time will tell you that coordination and communication are what makes everything click. Using a collaboration tool to help everyone keep track of priorities can be a great way to help teams remain focused. Regular meetings to keep everyone on the same page can also be an effective tool for your team to maintain its momentum on projects. See what works well for your team and adjust the level of communication accordingly. Some teams work great primarily using a collaboration tool, email, or chat, while others will do better with more video time for face to face communication. Creating channels on Slack or Teams can help the right people connect better too since this allows different teams to have their own conversations. Be prepared to fine tune things as everyone gets used to remote work and as you discover what works well for your team's needs.

## Set Clear Standards

Just as you would in the office, it's important to set clear standards and goals for your team. Do your employees need to meet certain productivity metrics? Are you on deadline for an important project? Let them know what those are and continue to coach them toward meeting those goals as you would have before. If your business has changed substantially due to coronavirus, then you may need to adjust standards to reflect the ebb and flow of the industry, but the communication needs to happen just the same. Utilizing productivity and collaboration tools can help create accountability and guide your employees to meeting their goals. They are also a great way to keep everyone on board from their various locations so everyone can still feel connected to the projects you are working on.

## Team Building

There are some team building activities that translate well from an in-office workforce to a remote one. Did your team have regular lunches or happy hours together? Did you regularly celebrate birthdays or big wins as a group? If these bonding activities helped your team foster connections before, there are ways to convert these activities to the virtual world. Setting aside time for a relaxed group video chat now and then can be a good way to keep these activities going so teams don't lose all the fun parts of their work life while working remotely. Some teams really enjoy the chance to blow off steam and get together now and then, so take cues from your employees and see if these are something they want to do virtually now.

Managing a remote team may feel a bit different from being in the office, but many of the same rules apply. Continue to be there for your employees and help guide them to success on your company's projects through effective communication and collaboration.

## Are you looking for the right IT talent to join your team?

TekPartners is here to help. Contact us today so we can help you find the people you need.

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## TekPartners Professional Services



Our Professional Services division has deep expertise in a number of specialized areas to assist with the delivery of your most strategic initiatives.

We have trusted partnerships with Ultimate Software (UltiPro®), Microsoft, Tableau, and Snowflake.

**Our Offerings Include:**
- Assessment of Current State, Roadmap & Strategy to Future State
- Consulting – Utilizing Best Practices & Reinforced By Our Practice Leads
- Co-Managed Project Solutions – Our Teams Working Together
- Fully Managed Project Solutions – Turnkey Delivery By Our Team

**We specialize in the following Practice Areas:**

**Technical Practices:**
- Application Development & System Integration
- Data Analytics & AI
- ERP, CRM & Collaboration
- Mobile Application Development
- HR / Payroll Software

**Functional Practices:**
- Project Management /Business Analysis
- Quality Assurance

Our methodology, TekPartners RPM, enables us to deliver in a very quick and collaborative way to realize ROI of your investment in the shortest time possible.

Ready to get started? Contact us today!

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# MASTERING THE
# VIRTUAL INTERVIEW



Job hunting has never been easy, but now there are new challenges to navigate with the move to a partially remote world. Even as some parts of the U.S. have begun opening up, you still need to be prepared to interview or work remotely as some businesses may be working under that model for a while. So how can you prepare in order to be able to show your best self when you're interviewing remotely? There are several things you can do to ensure that you nail the virtual interview.

## Check Your Setup

First and foremost, make sure you have the right equipment and setup for your interview. Whether you are using a webcam or your phone, make sure you know how to operate your equipment with the program your interviewers want you to use. The best way to test everything out is to do a practice call with someone else. Since many of the common programs such as Zoom, Skype, or WhatsApp have free versions, it's usually easy to try out the features and get used to them ahead of time.

It's equally important to ensure that you will have a good place to take your call. Ideally, a room with a door is best so you can have a quiet place free of distractions, but in the current situation that may not be possible.

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Do your best with what you have available and set things up so you can be comfortable for the duration of the meeting. This might mean rearranging a bit so you can have a stable place to set your phone or webcam and a comfortable seat so you can focus on the conversation. It may be tempting to take a relaxed approach and interview from your bed or another casual spot, but remember that this is a business interview and that it's important to present yourself in a professional manner.

As you set up your interview spot, make sure you have adequate lighting, check that you are not being backlit by a bright window, and look for distracting items in the background behind you so you can remove them. Some people have been taking advantage of the photo backdrop or blurred background features in programs like Zoom, but make sure you are not blending into your background either. You also want to make sure your camera is at a good angle and not too far away so you can be seen clearly. Again, practice makes perfect here, so do a test run with someone else to pinpoint any problems. This is the best way to check everything over before the real meeting.

## Dress the Part

It may feel silly to get dressed up to sit in your own home, but dressing the part for the interview is a great way to center yourself and get in the right mindset. Not only will you look professional and put together, but you will feel more like you are going to an interview. Even if the company you are interviewing with has a casual dress code, dressing nicely for the interview shows that you are in touch with business norms and respect the people you are meeting with. It will also ensure that you will not have an embarrassing wardrobe situation such as stories you hear about people who stand up on camera and aren't wearing pants! Instead, be prepared and collected so you know you are projecting the right image. It's a good idea to test out how your outfit looks on camera to make sure that everything appears clean and professional with no awkward bulges or other issues when you are sitting down for the call.

## Be Prepared

Even though the setting may be different, this is still an interview and you will need to be prepared to speak to your history and accomplishments and ask discerning questions about the role and the company you are applying with. Just as you would in an in-person interview, you want to be calm and composed, ready to have a conversation that will help you both discover whether this is a good match.

Remember to look into the camera when you are speaking in order to maintain "eye contact" with your audience. This will help you make the same connection with the interviewers that you would if the interview was in person by appearing focused and engaged.

It's a good idea to print out your resume as a point of reference if needed, making it easy to access without having to click through windows during the virtual interview. In the same spirit, it is also recommended to have a pen and a notepad ready for any notes or questions you want to jot down so you don't have to worry about trying to manage that content on your computer alongside the video program. All of this can seem like a lot to remember, so take your time and practice until you feel comfortable with the setup. Knowing that you are going in with the right preparation will make it easy for you to leave a good impression with the interviewers and help you land that job!

## Are you looking for your next IT role?

TekPartners is here to help you get where you want to go. Search our open positions and apply today.

# TEKPARTNERS INCENTIVE PROGRAM (TIP)

The TekPartners Incentive Program (TIP) is a referral program designed to maximize our ability to serve the U.S. IT labor market. Your referrals of either IT professionals or IT job openings allow TekPartners to gain even greater access to the critical resources companies are seeking today and the dream careers professionals are searching for.

## Get Rewarded

When your referral gets placed or your job opening is filled, it's time to collect your reward for awesome service.

| Payout | Tip Tier | Salary Thresholds |
|--------|----------|-------------------|
| $250 | Bronze | $1 - $50,000 |
| $400 | Silver | $50,001 - $85,000 |
| $600 | Gold | $85,001 or more |
| $1000 | Platinum | 3 referrals, any salary |

## The Details

**Who May I Refer?** Any IT professionals and/or open IT jobs in the U.S.

**Who Can Submit for a TIP?** Anyone is eligible to refer IT candidates and/or open IT positions.

**How Do I Submit for a TIP?** It's easy! Simply complete the form on the website.

If you're a current TekPartners Consultant, you may also email your recruiter directly.

**What if I have a question?** Contact us at HQ@tekpartners.com and one of our Recruiters will be in touch within 24 hours.

**Disclaimers:**
You will receive payout upon the completion of the referral's 90th day of employment.
All awards are subject to the usual tax withholdings applied to your paycheck.

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# INFRASTRUCTURE SOLUTIONS:
## CONTRACT STAFFING

### Business Situation

The client was one of the fastest growing on-demand companies in the infrastructure arena, offering on-site engineering and IT field services with a national reach. Due to its rapid growth, this client had begun to experience a high demand for a large number of different infrastructure solutions personnel and needed to pivot to meet these demands. They had recently contracted with several large, national brands in the financial sector, so the client was experiencing growing pains when it came to serving the needs of these large businesses. In order to meet mission-critical requests for customers such as performing SLAs in under four hours, the client needed a solution that would help them quickly expand their talent pool for technicians.

### The Solution

In order to develop the right solution for our client, we sat down with their team to learn about their firm's unique challenges and better understand where we could step in to solve those problems. With this background knowledge in mind, we were able to get right to work providing the client with the proven talent they needed immediately.

Our team not only filled the initial position with a great technician, but we also earned the client's trust thanks to our attention to detail and ability to find the right person for the job in a timely manner. They eventually brought TekPartners on to work on staffing for all of their business verticals and we have since built a great relationship founded on trust and quality service.

As part of our Infrastructure Solutions division dedicated to serving the specialized needs of this type of client, we have built a detailed database of candidates suitable for infrastructure roles. Our dedicated team of recruiters and account managers are experienced in vetting candidates for these roles and are constantly pipelining additional talent for future projects. As a result, our clients can rely on our team to help them rapidly scale their work to meet the needs of their own customers.

### Results

We staffed a wide range of personnel including cabling technicians, A/V support, networking personnel, end-user support staff, technical project managers, application development staff, operations analysts, business analysts, service delivery managers, data center buildout staff, core infrastructure project staff, and more.

Our team has worked on multiple projects over the course of 18 months, staffing the people our client needs on the fly as each project evolves. One of these projects consisted of helping the client fully build out their project management office, and we have staffed other verticals including their app dev team and security operations center, in addition to an ongoing pilot project.

The team at TekPartners understands the environments our clients work in day to day. That's why we are so efficient at finding the right people for each job as needs arise. As a result of our successful relationship with this client, we have become

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an integrated vendor and have placed over 30 consultants on a contract or contract-to-hire basis. The client has renewed many of these contractors and taken some of these talented professionals on in a permanent capacity. This speaks to the quality personnel TekPartners was able to source for the client – people they can trust.

We have more recently expanded our work with this client to include the creation of a custom nationwide pilot program as part of our status as an integrated business partner. The pilot program consists of providing engineers for on-site installations as a joint effort with the client's MACD support services. TekPartners has been helping to staff 50-100 technicians to perform on-demand field engineer services for one of the top financial customers in the world by having these technicians ready in each large city in the U.S. whenever the client requires their services.
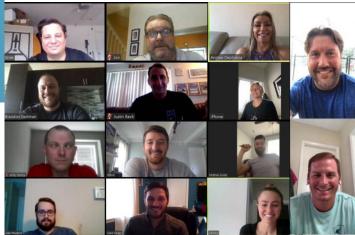
## Client Profile

The client is an IT services firm that provides its customers with on-site IT services. By serving clients with IT field services, this firm helps power them with the certified experts they need to keep their technology running.

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# TEKPARTNERS
# IN THE COMMUNITY





## Giving Back

TekPartners gave back to the community by making a contribution to the SOBEWFF® & FIU Chaplin School Hospitality Industry Relief Fund. This fund was created with the purpose of providing support to independently owned and operated restaurants and bars in the South Florida area that have been impacted by the pandemic. Learn more at https://sobewff.org/industry-relief

## Staying in Touch

Our team has been just as active as ever before serving our clients and talent through virtual channels. Whether it's a phone call or a Zoom meeting, our team has been on top of it!

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# HOT JOBS

## SOUTH FLORIDA

**Data Engineer**
Location: Fort Lauderdale, FL
Term: Contract
Duration: 12 Months

**Operational DBA**
Location: Fort Lauderdale, FL
Term: Contract to Hire
Duration: 12 Months

## CHARLOTTE

**API Developer**
Location: Charlotte, NC
Term: Contract
Duration: End of 2020 then Extension or Conversion
Target Max Comp: $78 per hour

**Senior Control- M Engineer**
Location: Charlotte, NC
Term: Direct Hire

**Director of Data Operations**
Location: Charlotte, NC
Term: Direct Hire

**Principal Software Engineer**
Location: Charlotte, NC
Term: Contract to Hire

## ORLANDO

**Lead Software Engineer – Virtualization**
Location: Orlando, FL
Term: Direct Hire
Compensation: $100k - $120k

**Systems Engineer**
Location: Orlando, FL
Term: Direct Hire
Compensation: $75k - $80k

**Database Administrator**
Location: Orlando, FL
Term: Contract
Duration: 4 months
Compensation: $38-$40 per hour

## OTHER REGIONS

**Project Manager 3**
Location: King of Prussia, PA
Term: Contract
Duration: 6 Months
Compensation: Up to $57.00 hourly

**Director, Cloud Data Platform & Data Lake**
Location: Atlanta, GA
Term: Direct Hire
Compensation: $150k - $180k annually

**Full Stack Developer**
Location: Brookfield, WI
Term: Contract

See all job postings

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