



# Case Study

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IT contract and permanent recruitment  
into Cornwall.

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Case Study

1

# Project Manager

## The Brief

itecople was asked by one of their clients to find an I.T. contract Project Manager for an important project the aim of which was the development and implementation of a web portal.

## Outline of Project

The web portal (a single point of electronic contact for customers, users and staff to information and services) utilised a product, which is based on Macromedia Coldfusion.

The Project Manager would have to track progress issues and risks, manage the web portal development team and liaise with 3<sup>rd</sup> party suppliers in a technical and managerial capacity.

The skills required in depth knowledge and practical hands on experience of web portal design and development of the provision of web services, experience of delivering XML based solutions, proven track record of delivering projects on time and within budget, knowledge of Prince2, good interpersonal ability, including managing conflict and negotiation, ability to lead a team to develop, pilot and implement a web portal, experience of working in a fast-moving programme/project environment.

## Initial Problems

- The client wanted particular “business” skills which by the very exclusive nature of the business did not exist in county. Not only that the client was looking for a difficult mix of Management and technical skills

## Solution

It was safe to assume that the successful applicant would be someone who either lived in Cornwall and normally worked away in the rest of the UK or would be presently living out of the area. itecople therefore instantly set out on a two pronged recruitment exercise to satisfy both avenues and ensure the right person was found as soon as possible. The subsequent search and advertisements produced a good selection of applicants to review. itecople provided initial vetting and screening services paying particular attention to the mix of skills required and after that suitable CV's were sent to the client within one week, interviews took place in the following week. Feedback was that both candidates were capable of doing the job. One was selected and the project was implemented on time and to budget.

Case Study

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# Project Manager

## The Brief

itecople was asked by one of their clients to find a Project Manager who would be responsible for the successful development and implementation of: a package of mobile technology services



## **Outline of Project**

In setting up the mobile technology services, to Project Manager had to put in place from scratch a multi skilled and multi agency team, create a set of documentation and a final project appraisal. Duties included tracking progress, issues and risks, broker and gain agreements from all parties involved in the package, specify and implement the mobile technology and liaise with 3rd party suppliers in a technical and managerial capacity.

Skills required a proven track record of delivering projects on time and within budget, strong analysis and business process definition ability, knowledge of Prince2, good interpersonal ability, including managing conflict and negotiation knowledge and experience of the public sector, experience of working in a fast-moving programme/project environment, a good documenter, an understanding of mobile technology and its infrastructure..

### **Initial Problems**

- Once more this client wanted skills would be very hard to find in county.

### Solution

As with the previous case study the successful applicant would more than likely be living out of the area. Utilising that knowledge itecople changed the strategy slightly to focus in this instance on out of county resource whilst as the same time ensuring that the local candidates were all contacted if suitable. The subsequent search and advertisements once more produced a good selection of applicants to review. After vetting and screening services paying particular attention to the mix of skills required and after that suitable CV's were sent to the client within one week, interviews took place in the following week. Feedback was that one candidate in particular stood head and shoulders above the other applicants and was assigned to the project which was concluded successfully.

# SQL Developer

## The Brief

itecople was asked by one of their clients to find a SQL Developer who would be contributing to the successful development and implementation of an important “high profile”.

### Outline of Person Specification

Title - SQL Developer.

Essential skills: Smartcard Experience (Contact and contact less) (NOT applet programming (e.g. CEPS and EMV) SQL 2000, Transact-SQL, Visual Basic 6, Microsoft Visual Studio 6 and Analysis experience.

Desirable skills: ASP, ASP.NET, VB Script, JavaScript, Client and Server side scripting, testing and documentation of existing and new systems, experience in C programming and working with portable devices. Personal Qualities: Ability to work under pressure must be able to use initiative and work to tight deadlines and unsupervised. Ability to learn new skills quickly and without guidance.

### Initial Problems

- Due to the local and national importance of this project it was vital that the personality skills matched the high level of the technical skills required. On this occasion the technical skills did exist in county, what would be the obstacle was the business experience.

Solution. Due to the local and national importance of this project it was vital that the person skills matched the high level of the technical skills required. In this instance itecople conducted the database search and advertising campaign utilising their regular recruitment methodology paying attention to the personality side. A successful applicant was found for the project. The feedback from the client was very impressive and he was unusually awarded a mid contract rate increase of 25% in acknowledgement of his ability.

# Software Support

## The Brief

itecople was asked by one of their clients to find a **PERMANENT** Software support and test analyst who would be contributing to the ongoing successful development and implementation of their businesses core product.

### Outline of Person Specification

The ideal candidate would be a good team player, possibly even fresh from college or school, who is versatile, flexible, a problem-solver and able to communicate effectively with colleagues. They wanted the person to have reasonable Windows 98, XP and 2000, basic Unix Programming and Shell Scripting, some experience of using data media (e.g. CDs), Microsoft Office, MS Access.

Tasks included following and executing system test scripts, identifying errors and problems and able to clearly document the findings.

The position is office-based in Cornwall, but the candidate needs to be willing to visit customer sites. Programming knowledge of Visual Basic, ASP, PHP, JavaScript, SQL would be a benefit.

### Initial Problems

- The technical skills did exist in county; the key part of the specification to match in this case was the combination of testing and customer facing skill.

Solution. In this exercise itecople conducted a database search using their regular recruitment methodology again paying attention to the personality side. A successful applicant was quickly found for the project.

Case Study

# 5 Developer

## The Brief

itecople was asked by one of their clients to find a PERMANENT Software Developer who would be contributing to the ongoing successful development and implementation of their businesses core product.

### Outline of Person Specification

The client needed a programmer to join their friendly project team with 4 years experience in the development of business applications. Included in they needed 3 yrs C++ / SQL and had to have knowledge of 3rd party C++ class libraries i.e. MFC, OWL, QT. The successful applicant must have had very good user interface skills (GUI) and design capabilities in Windows.

### Initial Problems

- None. The technical skills did exist in county; the key part of the specification to match in this case was the combination of testing and customer facing skill.

Solution. Again this was a straight forwarded exercise; itecople conducted a database search using their regular recruitment methodology again paying attention to the personality side. A successful applicant was quickly found for the project.