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copy excerpt

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### **Strike Force: Building your best IT team for effective troubleshooting**

When your system goes down—whether it's the network, an executive's laptop or mobile device, or complete work stoppage—it's vital that you have the right people to find out what happened and get it corrected quickly. But how do you find the right people? And once you find them, how do you know they're what you need?

Focus on TALENT, not HIRING. If you know what you need in a database administrator, identify exactly what you want before writing the job description. (Source: [TechCrunch.com](http://TechCrunch.com))

After HR's screening process, consider using a peer-hiring team, where the rest of your staff meets the potential new addition, offers input and become actively involved in the hiring process. You'll have a better idea of how the new person will fit in and complement the team, rather than forcing a new employee to catch up.

Is your company using SCRUM? Let the team help out with the interview process, and maybe even have the candidate work with the team for a couple of days. Like the peer-hiring, you will be able to see exactly how a candidate will fit into your existing team.

Here's some help on building a great IT team from [Infoworld.com](http://Infoworld.com):

- A good leader—a CIO or other IT director that understands technology and its benefits. One that will lead well, is an intermediary between business and IT, and stand up for his team when necessary.
- Team leader(s) who know technology and how to help the different factions work together. It's one thing to hire a bunch of IT people, and quite another to stitch together a patchwork to call it a "team."
- A security expert/hacker: someone who knows system as well as physical security that can hack into your system to find the "holes" to close, and keeps malicious attackers at bay.
- Infrastructure focal: while the specific skills of this person will vary with the environment, for a generic skill set, network skills are a good start. Change management is also important for an infrastructure focal.

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