

2017 – 2018

# IT Workforce Insights

Helping you make smarter hiring decisions

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# Introduction

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We have produced our tenth IT Workforce Insights Report, from over 400 individual responses from job seekers to our survey in July 2017. This complements our annual IT Recruitment and Retention Report.

Our primary purpose is to provide workforce insights to organisations who recruit IT staff, so that they better understand the mindset of the IT job seeker and ensure their employment offer is aligned to the market's needs.

The respondents come from the following four job seeker categories:

- Employed and looking for a job (36%)
- Employed and not looking (38%)
- Unemployed and looking (25%)
- Unemployed and not looking (1%)

Respondents indicated preferences for:

- Permanent opportunities (27%)
- Contracting opportunities (25%)
- Either Permanent or Contract (48%)

Respondents are from a wide range of technical and management roles.

The report provides insights that can be used to support your retention plans as well as your recruitment strategies.

I look forward to Clicks continuing its relationship with you over the year. Please feel free to contact me at any time if you want an update, or if you need our support with your recruitment activity.



**Ben Wood, Managing Director**

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# What's driving trends in the IT job market?

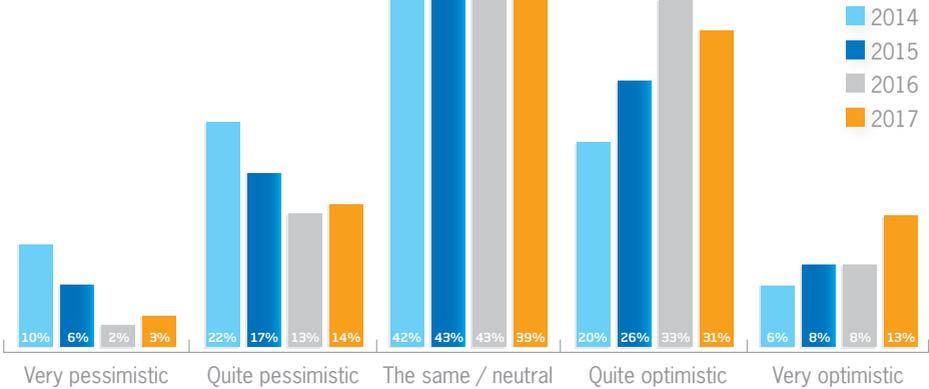
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- 1** Sentiment about the IT job market is at its highest levels since we started measuring it in 2014. This year saw an increase of over 60% in those feeling 'very positive' about the market.
- 2** Matching suitable responsibilities/challenges remain paramount in attracting job applicants.
- 3** Job seeker flexibility is on the rise, particularly with Queenslanders, who are almost twice as likely to relocate as other states...
- 4** ...and those willing to move for as short as a six-month contract has nearly tripled.
- 5** Over 40% of job seekers have received at least one unsolicited call about a role in the last year, 37% of which resulted in them changing jobs.
- 6** Employers are responding to job seeker-centric conditions by making decisions more quickly. 71% of offers were made within two weeks from the time the job seeker submitted an application...
- 7** ...however 38% of job seekers have still rejected offers because the process took too long. Nearly a third of offers are still taking three weeks or longer to receive.
- 8** Money remains the biggest reason for candidates rejecting a job offer. This year however saw a new second place getter, with culture jumping several places up the list.
- 9** Employers are relying less on counter-offers as a retention strategy, with the number of offers made dropping. However less than a third work out, which is consistent with previous years' low success rates.
- 10** Job seeker confidence is on the rise across the board. This group is less risk averse, they are receiving more job offers in shorter timeframes and are enjoying more salary increases. To ensure their continued success in attracting the best talent, employers will need to adjust their hiring strategies accordingly.

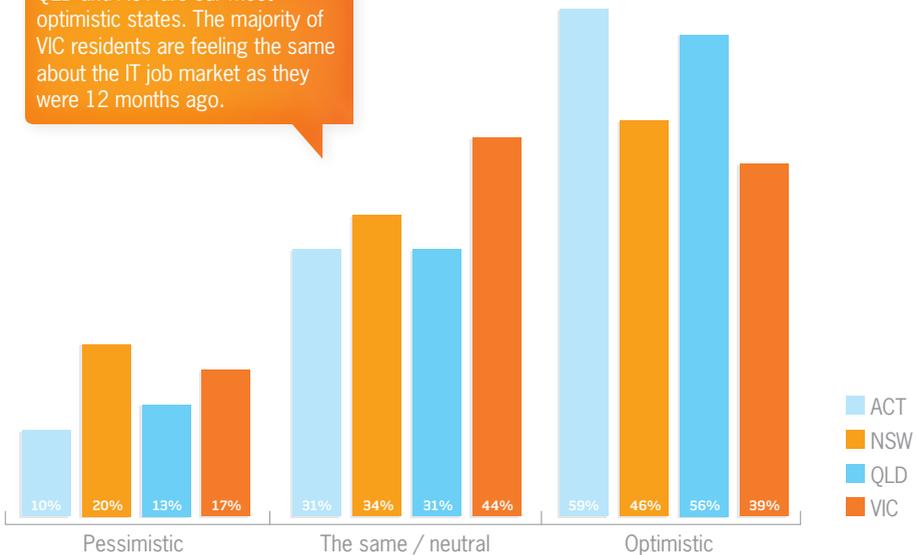
# Job Seeking Activities: Searching

**?** How are you feeling about the IT job market now, compared to 12 months ago?

There is a noticeable increase in those feeling very optimistic about the job market, demonstrating a continuation in the strengthening employment market.



QLD and ACT are our most optimistic states. The majority of VIC residents are feeling the same about the IT job market as they were 12 months ago.

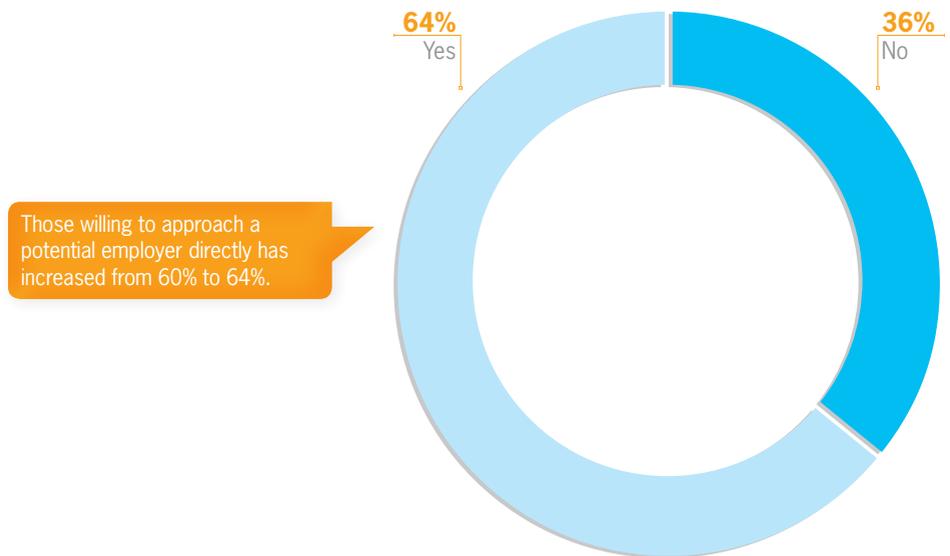


? When reading a job advertisement, what is most likely to make you apply for that job?

Skills/experience you will gain has topped attractive salary, only just, but suitable responsibilities/challenges is still the factor most likely to cause people to apply for a job.

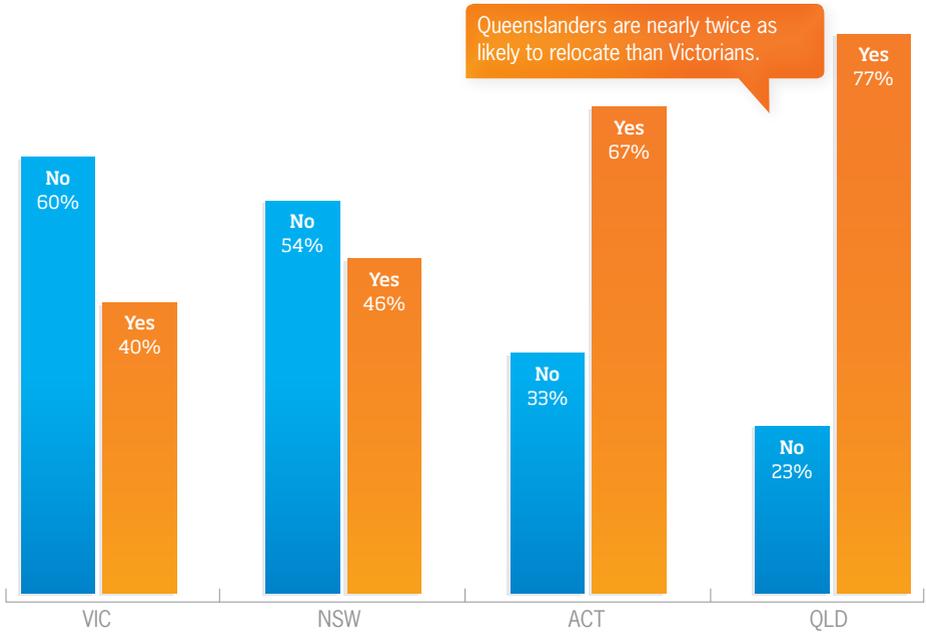


? When job seeking, would you approach employers directly to ask about possible employment opportunities?





## Would you move states for the right opportunity?



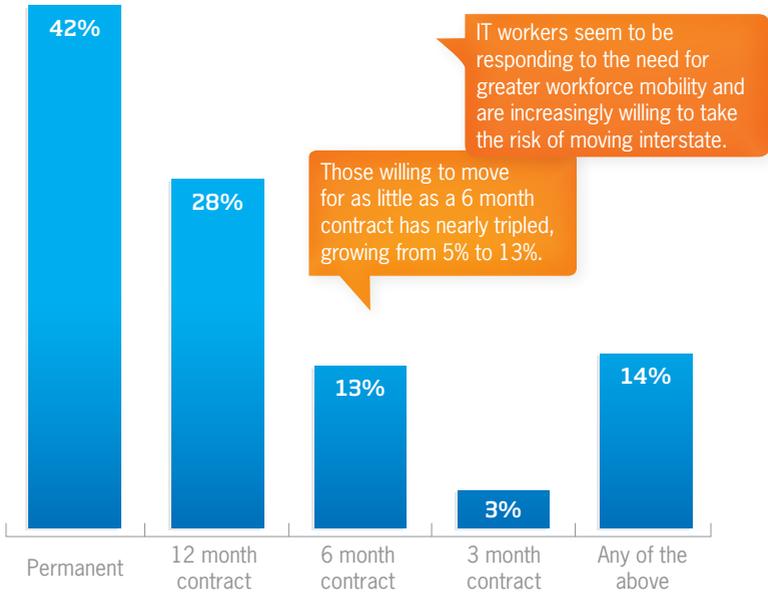
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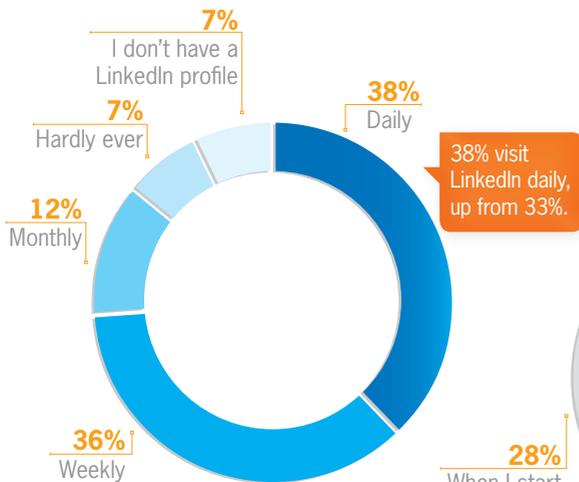
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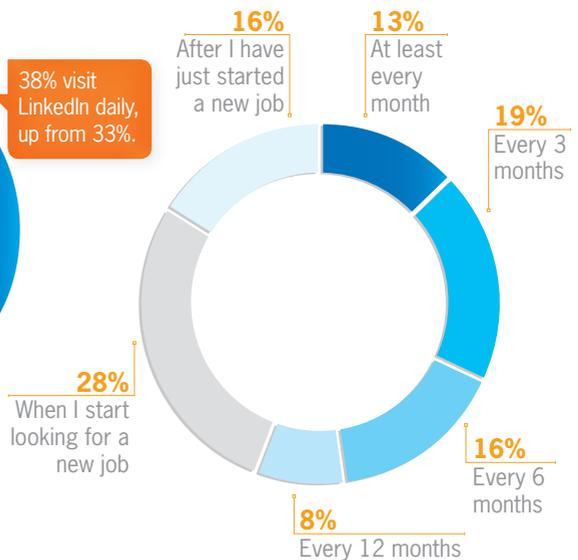
**?** If yes, what kind of opportunity are you more likely to move for?



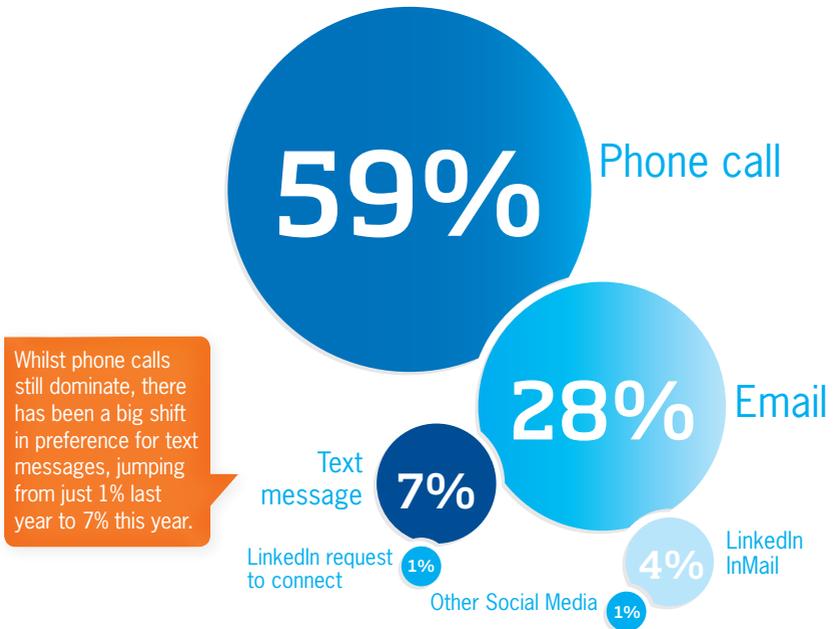
**?** How often do you visit LinkedIn?



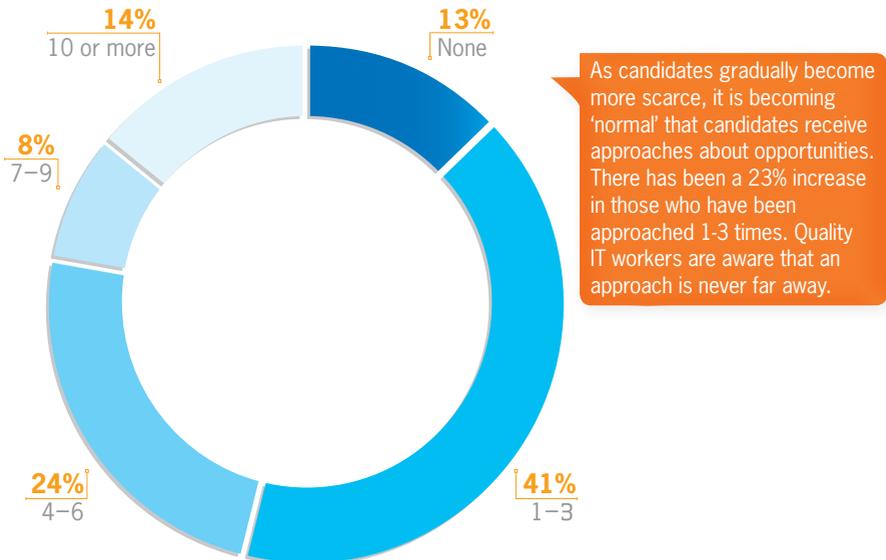
**?** On average, how often do you review or update your LinkedIn profile?



**?** When you are job seeking, what is your preferred method of being contacted by recruiters?

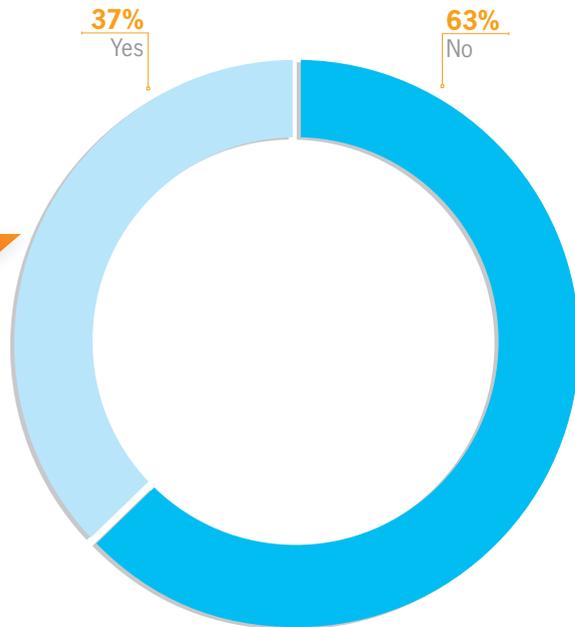


**?** How many times have you received a call from a recruiter about an opportunity which you have NOT applied for in the last 12 months?



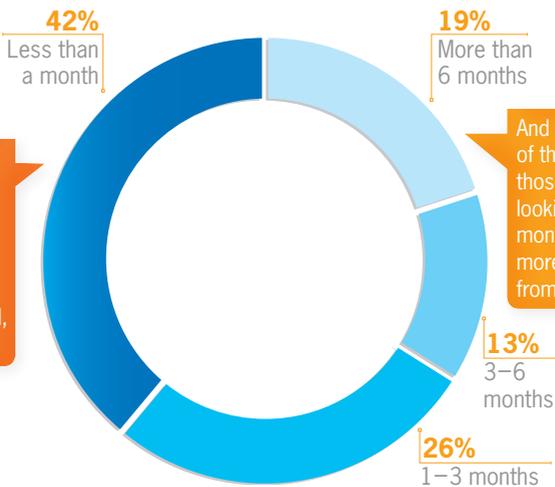
? Did any of those calls result in you securing a new job?

This metric has remained fairly steady from last year. This shows recruiters maintain a consistent ability to attract and engage with passive talent who hiring managers might otherwise not have access to.



? If you are job seeking, how long have you been looking?

There are some significant swings from last year in this response. Those who've been looking for less than a month has more than doubled, at 20% last year.

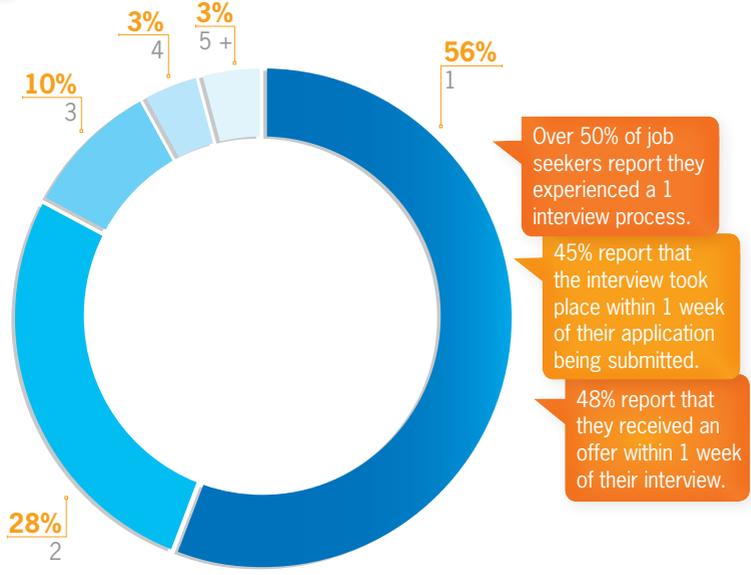


And at the other end of the spectrum, those who've been looking for 6+ months has also more than doubled from 8% to 19%.

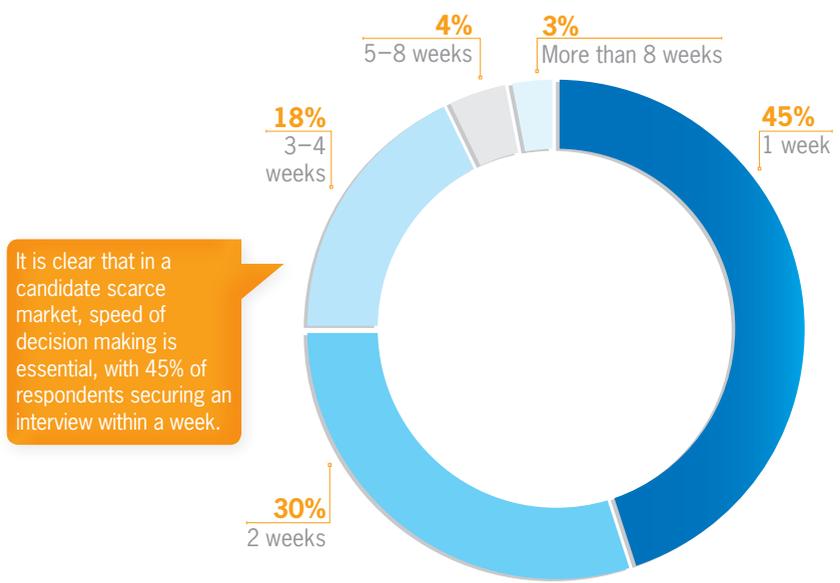
This talks to a 'two-stream' job seeker market. There are those who quickly enter the market, find something suitable and are off the market again. And there are those more passive job seekers who aren't feeling pressured to make a hasty decision. Both metrics point to a more dynamic market than last year that provides a range of choices.

# Job Seeking Activities: Interviewing

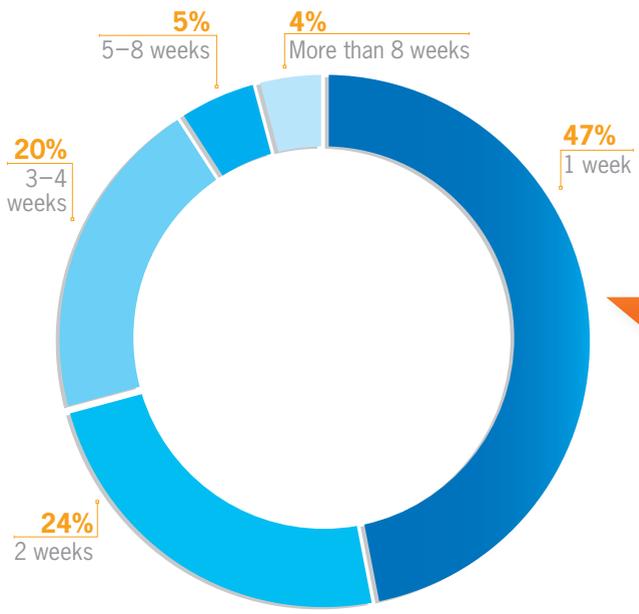
**?** How many interviews did you attend for your current/last job?



**?** How long was the process from submitting your application to attending the first interview?

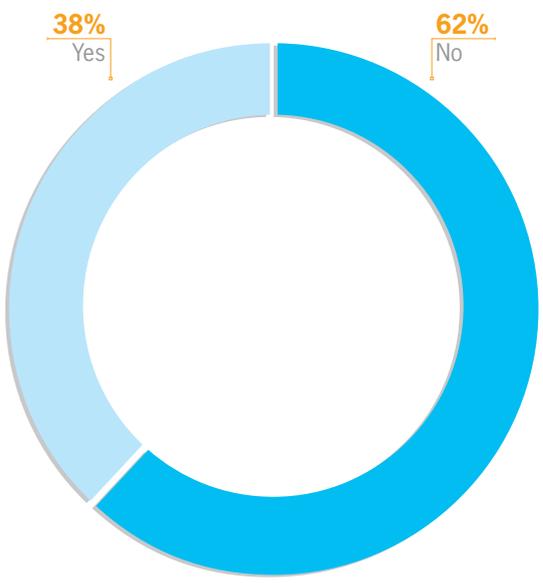


**?** How long was the process from attending the first interview to receiving the offer of employment?



This year's results point to a slight reduction in time to hire. There's been a 12% increase in offers received in up to two weeks. This is positive, as evidence points to quicker offers enjoying higher acceptance rates.

**?** Have you ever withdrawn from a recruitment process because it took too long?

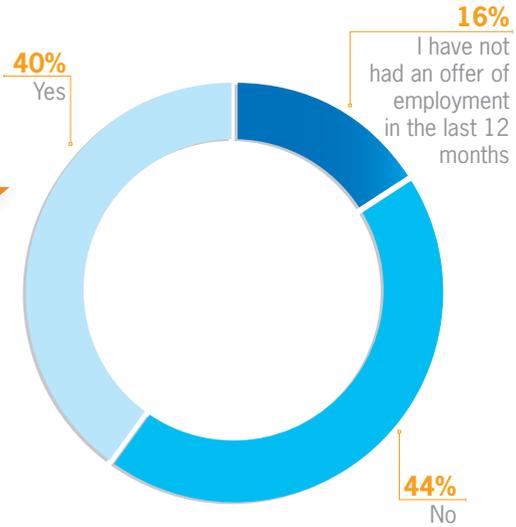


In summary, given quality candidates are becoming scarcer, those organisations who have the most well organised recruitment process are more likely to secure the candidate they want.

# Job Seeking Activities: Offers and Resignation

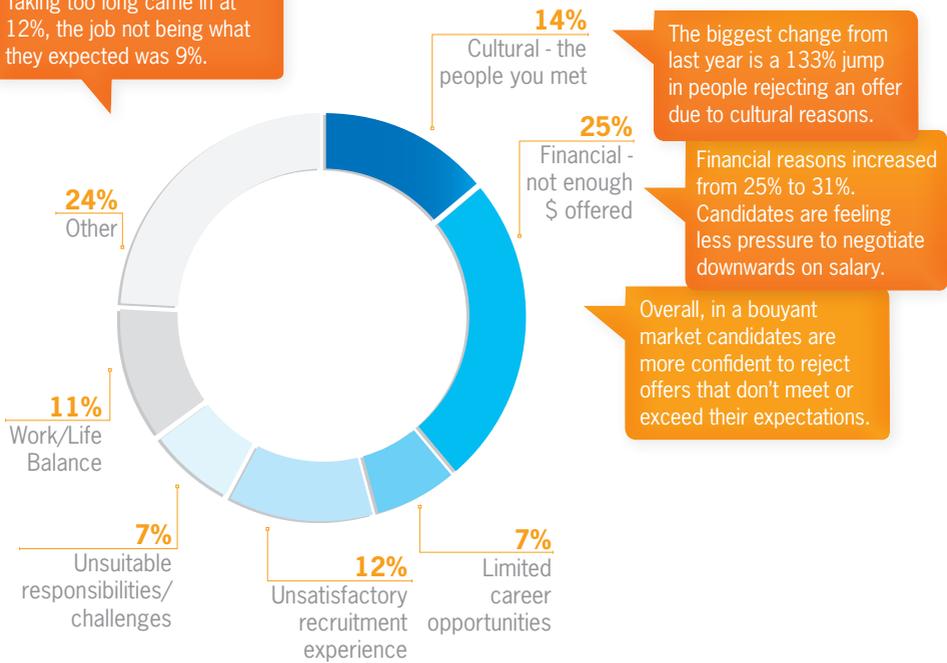
**?** Have you rejected an offer of employment in the last 12 months?

Those having rejected an offer remained steady from last year at 40%.



Looking more closely at a breakdown of the 'other' reasons, topping the list at 26% was the candidate having multiple offers and choosing a different one. Next at 24%, was the decision to remain in their current job. Taking too long came in at 12%, the job not being what they expected was 9%.

**?** If yes, what was the reason for this?



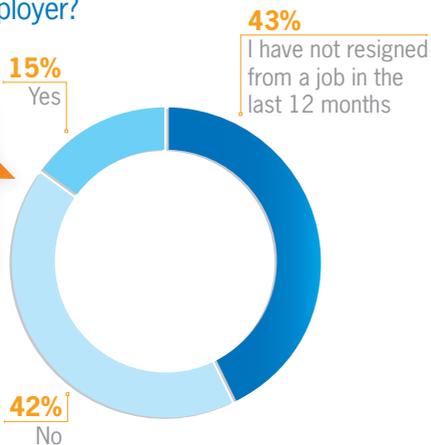
The biggest change from last year is a 133% jump in people rejecting an offer due to cultural reasons.

Financial reasons increased from 25% to 31%. Candidates are feeling less pressure to negotiate downwards on salary.

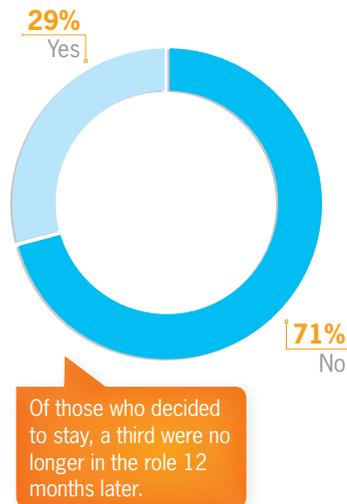
Overall, in a buoyant market candidates are more confident to reject offers that don't meet or exceed their expectations.

**?** In the last 12 months, when resigning from a job, have you received a counter-offer from your employer?

We've seen a softening in the number of counter-offers received, dropping from 20% last year to 15%.



**?** Did you accept and decide to stay?

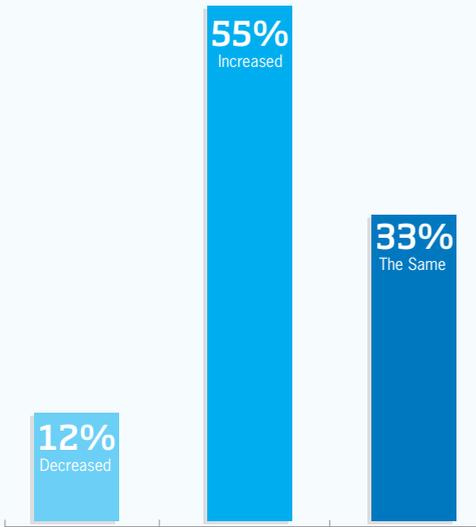


**?** If you have left your most recent role within the last 12 months, why did you leave?

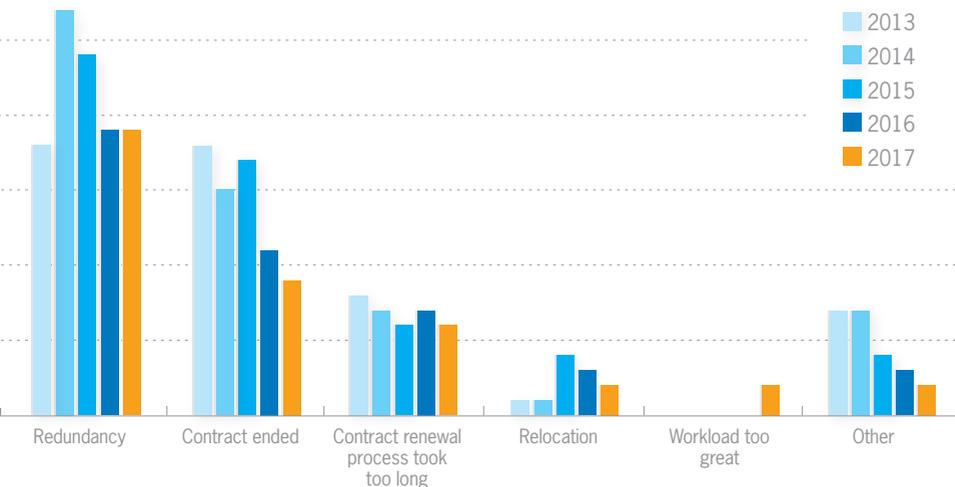


# Employment

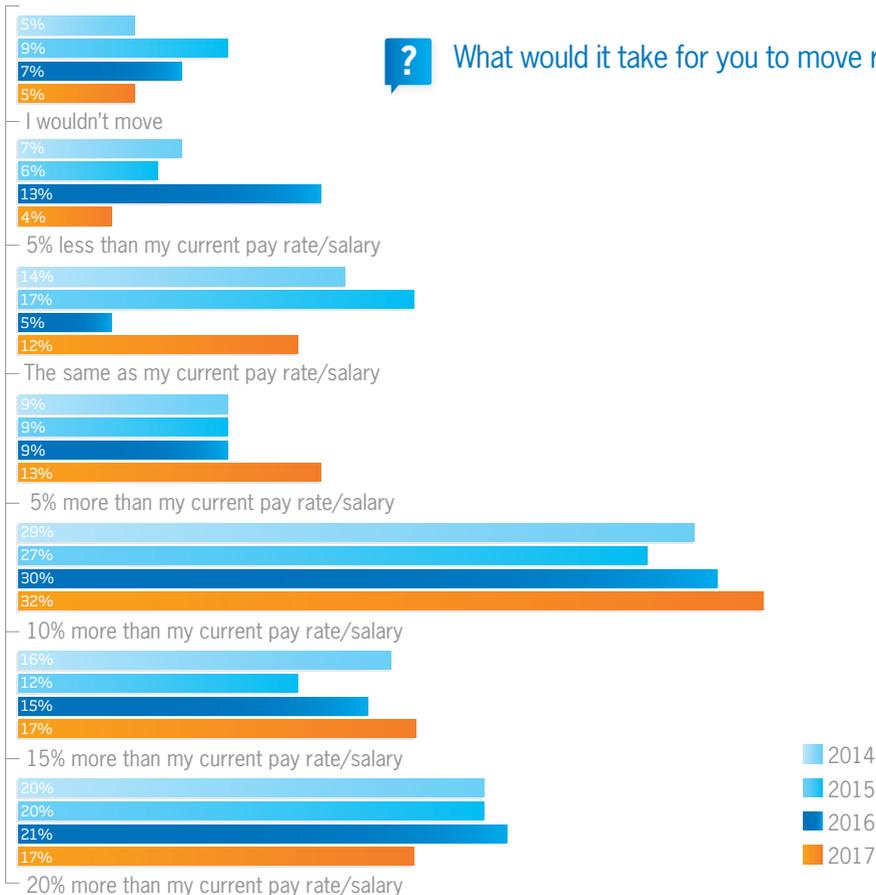
? Compared to 12 months ago, how has your current pay rate/salary changed?



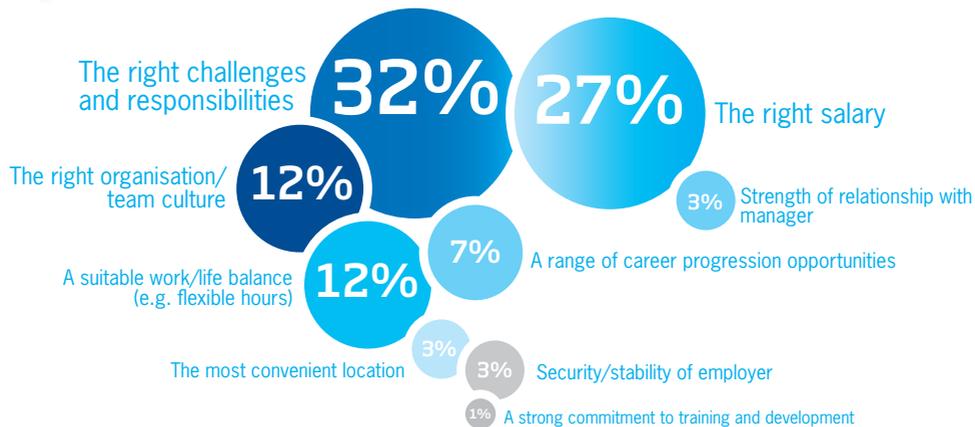
? If you are employed and not actively looking for a new role, but were approached about another opportunity, what would be your natural reaction?



? What would it take for you to move roles?



? What is most likely to make you happy with your position?



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- > IT Strategy
- > Digital Strategy
- > Cloud Readiness Assessment and Recommendations
- > Architecture practice guidance, set-up and delivery model frameworks
- > Platform recommendation and selection
- > Business Architecture
- > Data Architecture
- > Application Architecture
- > Information Architecture
- > Security



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- > Portfolio Management
- > Program and Project Management Consulting
- > PMO practice guidance and standardisation
- > PRINCE2 and PMBOK Consulting
- > Team Management
- > Waterfall and Agile project delivery models
- > Benefits realisation management
- > Data Architecture
- > Application Architecture
- > Change Management



### TECHNICAL AND BUSINESS ANALYSIS

- > Business Case Generation
- > Business and functional requirements analysis and documentation
- > Agile coaching
- > UX Design
- > Market Analysis
- > BA practice guidance, set-up and delivery model frameworks
- > Change Management
- > Process Improvement
- > Quality assurance
- > Unified Modelling Language
- > LEAN Thinking



### APPLICATION DESIGN, DEVELOPMENT AND INTEGRATION

- > Waterfall Design and Development
- > Agile Development
- > Portal and Web development
- > UX Design
- > Customer Relationship Management
- > Rapid Application Development
- > Middleware Integration
- > Mobile app iOS and Android development
- > Quality assurance
- > DevOps
- > Microsoft, Java and Open Source Development



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- > UX Design
- > Responsive Design
- > Mobile app iOS and Android Development
- > Social Strategy
- > Persona and User Journey Mapping
- > Cloud Readiness Assessment and Recommendations
- > Cloud strategy, consulting and hosting
- > Development capability across Microsoft, Java Open Source and other platforms and Content Management Systems



### TESTING

- > Test automation
- > Test Strategy and execution
- > Performance, load and stress testing
- > Test management
- > Systems and integration testing
- > User acceptance testing
- > Provision for Test Managers and test execution teams
- > Mobile and App Testing



### IT MANAGEMENT

- > IT Service Management
- > Provision of individual support staff or an entire team
- > SLA based engagement model across one or several applications
- > DBA services
- > Information Technology Infrastructure Library (ITIL)
- > IT Governance
- > Tools selection and automated implementation

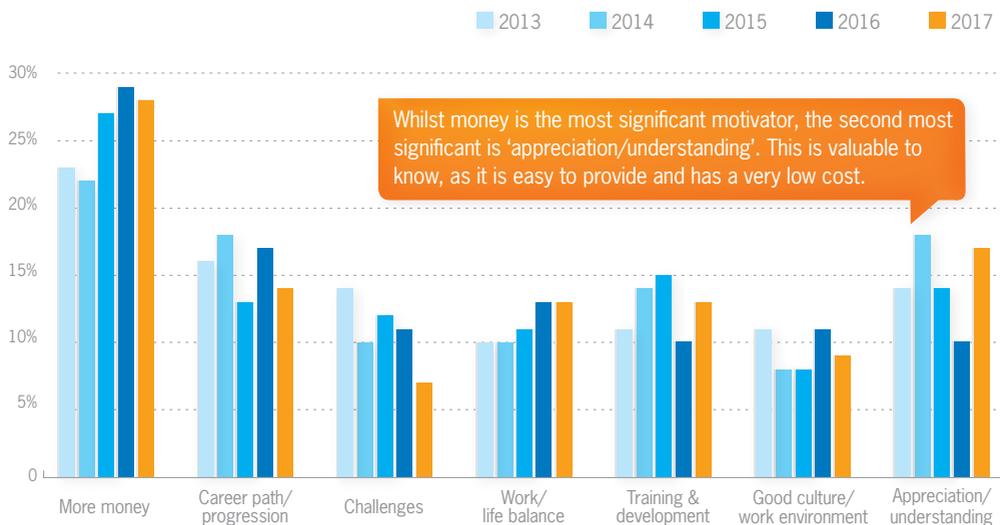


### INFORMATION MANAGEMENT AND ANALYTICS

- > Enterprise Information Management
- > Knowledge Management
- > Data Warehousing
- > Data Management
- > Content Management
- > Big Data
- > ETL Development
- > Records Management
- > Digital asset management

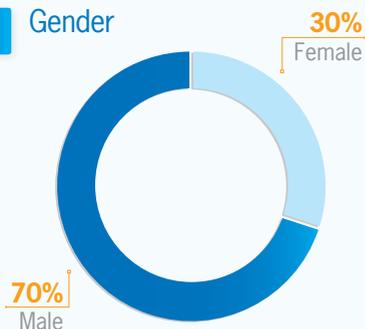


## ? My employer would keep me for life if...



## About the Sample

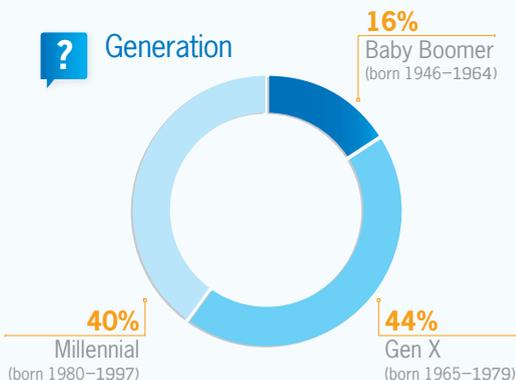
### ? Gender



### ? Primary Area of Expertise



### ? Generation



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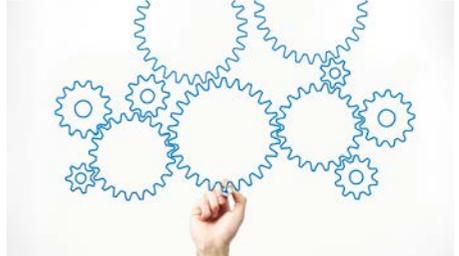
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