

GEORGIA DEPARTMENT OF ADMINISTRATIVE SERVICES WORKFORCE REPORT

INFORMATION TECHNOLOGY WORKGROUP

GEORGIA
WORKFORCE
STRATEGIES
INITIATIVE



GOAL To develop and implement strategies and programs to boost employment and interest in state jobs

TAKEAWAYS FROM QUESTIONNAIRES WITH ENTRY-LEVEL IT EMPLOYEES



People in state IT roles have an interest in technology and creative problem-solving from a young age.



Word of mouth and previous connections in state IT roles proved a key recruitment method.



The state offers many opportunities for growth and development, but career pathways and opportunities for upward mobility should be made clearer.



EMPLOYER PERSPECTIVES

BARRIERS TO RECRUITMENT AND RETENTION

- Compensation not comparable with private sector
- Disconnect between entry-level qualifications and entry-level jobs

OPPORTUNITIES AND IDEAS

- Advertise the opportunity to obtain certifications during the first year of work
- Work with career services at colleges

EDUCATION PARTNER PERSPECTIVES: EXISTING PROGRAMS

TECHNICAL COLLEGE SYSTEM OF GEORGIA

- Credit and noncredit certifications in AWS, Google, IOS App Development
- Micro-credentialing opportunities

UNIVERSITY SYSTEM OF GEORGIA

- Collaborations with IBM
- Multi-institution team examining how students can tap into learning opportunities in new and different ways

GEORGIA DEPARTMENT OF EDUCATION

- IT pathways in cybersecurity, computer science, financial technology, game design, information support and services, internet of things, networking, programming, web and digital design, web development, artificial intelligence, cloud computing

OPPORTUNITIES

Create apprenticeship programs and work with existing employees to provide additional training.

Create and expand pipelines with education partners.

Create and expand internship programs.

Repackage job postings and messaging to connect with applicants.

Create mentorships programs.

BARRIERS

Pay and compensation

Need for more cross-agency internship programs

Difficulties with remote work and out-of-state remote workers

Ambiguous job postings and titles

Need a smoother process for converting contractors to permanent employees

ASPIRATIONS

Improve salaries.

Work collaboratively with education partners to provide skill sets needed by agencies.

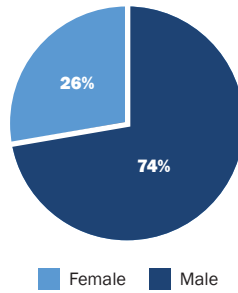
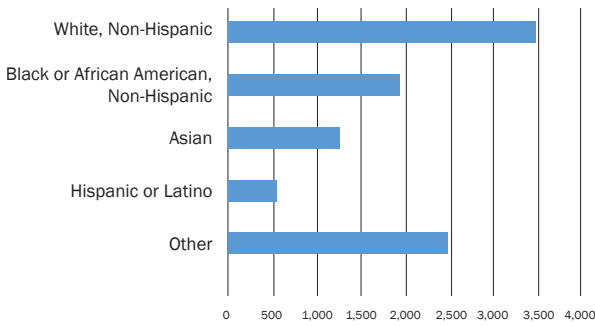
Create a state tuition-assistance program to hire out of high school and provide training to improve retention.

Work at the speed of industry, not the speed of state government.

Re-adjust entry-level requirements.

STATE WORKFORCE DATA AND TRENDS

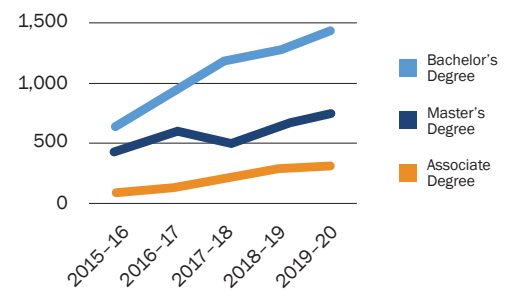
IT/CYBERSECURITY DEGREES AWARDED IN GEORGIA BY RACE 2015-2020 (associate, bachelor's, and master's degrees)



Source: IPEDs

Georgia graduates in programs related to IT/cybersecurity are mostly white and male.

IT/CYBERSECURITY DEGREES AWARDED IN GEORGIA 2015-2020



The number of IT/cybersecurity degrees awarded in Georgia increased between 2015 and 2020.

STATE GOVERNMENT EMPLOYMENT: ENTRY-LEVEL IT POSITIONS SNAPSHOT

Agency	June 2018 Employee Count	June 2021 Employee Count	Percent Change	FY 2021 Turnover Rate	FY 2021 Hires/Rehires	FY 2021 Separations
All Agency Totals (34)	157	177	12.7%	6.9%	29	13
Department of Revenue	31	20	-35.5%	10.7%	1	3
Bureau of Investigation	14	19	35.7%	5.4%	9	1
Department of Labor	18	13	-27.8%	0.0%	2	0
Department of Transportation	15	13	-13.3%	7.0%	0	1
Department of Corrections	0	13		0.0%	2	0
All Other Agencies	79	99	25.3%	7.8%	15	8

IN GEORGIA STATE GOVERNMENT:

1,290

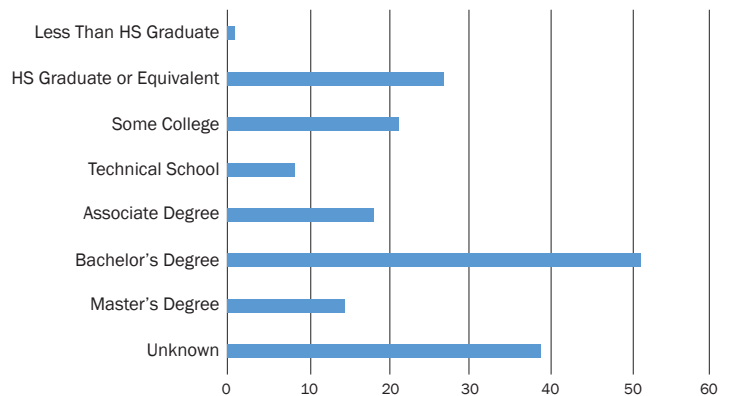
people work in the IT and cybersecurity job family.

177

of those people are in entry-level positions.

Compared to other sectors, turnover in IT/cybersecurity is lower in both state government and the broader economy. Overall, the number of state employees in IT/cybersecurity roles has increased, but the experience differs by agency.

EDUCATION LEVEL AT TIME OF HIRE FOR STATE ENTRY-LEVEL IT JOBS 2021



Source: Georgia Department of Administrative Services, Human Resources Administration Division, Team Georgia Careers

Note: Unknown = A hire that did not use Team Georgia Careers

Most people hired into state IT jobs entered with a bachelor's degree, highlighting to the workgroup the importance of forming partnerships with colleges.

GOALS AND STRATEGIES



Marketing and Outreach

- Inform students about state IT opportunities.



Job Qualifications and Certifications

- Review current job descriptions and qualifications.
- Identify appropriate training and education, and how to fund these opportunities.



Internships and Apprenticeships

- Establish a statewide internship program.



Recruitment

- Leverage HR departments' agency-level knowledge to increase recruitment and improve communication between agencies and educational partners.

SHORT-TERM ACTION ITEMS

12-MONTH ACTION PLAN



Marketing and Outreach

- Create a speaker's bureau to arrange in-person and virtual classroom visits to speak to students.
- Send a survey to find out who is interested in being a speaker, starting first with the workgroup and then each agency.
- Create a common message and presentation for speakers.
- Develop a website where speakers can access content for speaking engagements.
- Conduct a road show with education partners where agency representatives visit high schools and speak to students in person or virtually.



Job Qualifications and Certifications

- Evaluate the use of the Workforce Framework for Cybersecurity (NICE framework) to update job descriptions.
- The DOAS HRA classification team will meet with members of the workgroup who have experience with the NICE framework to learn more.
- Define what courses, certifications, and trainings each agency can pay for.
- Define what classes and certifications are required at each agency.
- Determine a funding source for each identified class certification.



Internships and Apprenticeships

- Promote Team Georgia Careers as the central repository for internship posting.



Recruitment

- Partner with military programs to identify recruits transitioning out of the military.
- Provide information about state IT jobs to share with members of the military.

Thank you to all the steering committee and workgroup participants that made this project possible.

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