



# Information & Communication Technology (ICT)

## Capability Statement



## About PERSOLKELLY

PERSOLKELLY is one of the largest recruitment companies in Asia Pacific, spanning over 50 offices across 13 markets, including: Australia (8 offices), China, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam.

We bring together the legacy and experience of four organisations that shaped the staffing landscape over the past century: Kelly Services, who pioneered the modern temporary help industry in 1946; SKILLED, who crafted the staffing industry in Australia in 1964; Programmed, the leading provider of operations and maintenance services across Australia and New Zealand; and PERSOLKELLY, the largest workforce solutions provider in APAC.

Our team of experts will help you secure the right talent for ICT roles. At PERSOLKELLY, we provide flexible, tailored workforce solutions to suit your business needs.

PERSOLKELLY assists clients to achieve critical business and project outcomes by providing permanent, temporary and contract ICT recruitment services. Our recruitment teams understand the importance of matching the right skills and cultural fit to each position, sourcing the finest candidates both on and off the market. As one of Australia's largest and longest serving technical and professional recruitment providers,

PERSOLKELLY supports a diverse customer base across Australia with long-term customers in both the public and private sectors.

We have a strong track record in placing specialist information technology and telecommunications professionals and our consultants are experts in their respective specialist areas. This ensures you have a strong team with the requisite skills and industry knowledge working for you, to find the best employee for your business.





## PERSOLKELLY'S APAC Presence

The Asia Pacific region isn't just our focus, it's our specialty. We combine our regional expertise with industry experience and local market understanding.



13  
markets

80+  
locations

40+  
years

10,500+  
permanent placements  
each year

54,500+  
contractors deployed  
every day

10,000+  
clients

\*\* Delivery via strategic partners Philippines

PERSOLKELLY

PERSOL

PERSOLKELLY  
CONSULTING

BTI Executive Search

PSERV

evō

PROGRAMMED



## Why PERSOLKELLY?

### Executive and Management

- Chief Information Officer (CIO)
- Chief Technology Officer (CTO)
- Chief Data Officer (CDO)
- Chief Security Officer (CSO)
- Chief Information Security Officer
- Chief Digital Officer (CDO)
- Vice President

### Project and Transformation

- Project/Program Managers
- Business Analysts (functional and technical)
- Change Manager
- PMO and Coordinators
- Test Managers

### Development and Business Applications

- Development and Business Applications
- Enterprise/ Domain/Solution Architects
- DevOps
- Cloud Engineers and Designers
- Data (Engineers/Analysts)
- Robotics and Machine Learning
- Testers and QA
- Quant Developers

### Design and Digital

- UX/ UI Designer
- UX Researchers
- Product Designers
- Design Directors
- Graphic Designers/Digital Designers
- Game Designers
- Digital Account managers
- Service Designers

### Security and Infrastructure (including Cyber Security)

- Security Architect
- Security Analyst
- Penetration Tester
- Security Systems Administrators
- IT Security Consultant
- Network and System Administrators
- Desktop Support
- L1/L2 and SME Support
- IT Manager
- IT Technician



## CASE STUDY: DEFENCE

Our client, a prominent provider of cutting-edge solutions in the defence sector, faced the critical task of sourcing highly skilled professionals for several key roles within their IT projects:

Firstly, a **Project Manager** was sought to spearhead the development and execution of intricate defense IT projects. This role demanded the candidate with Defense Security Clearance, expertise in project management methodologies, stakeholder engagement, and a comprehensive understanding of defense project lifecycles. Additionally, the client required a **Security Architect** capable of overseeing the security architecture of solution designs and integrating security models for external systems. Experience in ISM, DSPF, and possessing security clearances in NV1 and eligibility for Defense NV2 clearance were essential. Furthermore, a **Systems Engineer** proficient in developing and delivering advanced electronic warfare software products was needed. Experience collaborating with CASG (ASDEFCON) parties and holding NV1 clearance were prerequisites for this role.

Despite previous attempts by the client's internal sourcing team and external recruitment agencies, meeting the project deadline remained indefinable. Recognizing the urgency and complexity of the task, the client engaged PERSOLKELLY, given our proven track record in fulfilling roles demanding specialized expertise and stringent security clearances.

Leveraging our extensive market reach and domain expertise, PERSOLKELLY initiated a comprehensive market mapping initiative in SA. This strategic endeavor aimed to identify individuals possessing the requisite technical skills and security clearances. Despite challenges such as salary constraints, we collaborated closely with the client to develop an optimal approach for attracting and securing top talent for the roles.

Through thorough candidate screening processes and proactive engagement, we successfully filled these positions within a remarkably short timeframe of 1.5 months. This achievement not only eased the client's staffing concerns but also ensured that their project requirements were met with precision and efficiency, underscoring PERSOLKELLY's commitment to delivering exceptional results in talent acquisition within the defense sector.



## CASE STUDY: ENERGY

Our client, a leading electricity power utility supplier, sought a highly skilled **IT Architect** to fortify their technological infrastructure. However, they faced a significant hurdle - the salary offered, constrained by the utility sector's limitations, struggled to compete with more lucrative offers from the private commercial sector.

Understanding the intricacies of the client's predicament, our team embarked on a mission to redefine the recruitment approach. Recognizing the salary constraints, we realized that finding a local candidate willing to accept the offered package would be challenging. Undeterred, we expanded our search horizon to explore similar markets with competitive talent, eventually setting our sights on New Zealand.

By exploring New Zealand, we identified a talent pool where the salary expectations were more aligned with our client's offering. Acknowledging that our client had limited experience in hiring from overseas, we collaborated closely to fine-tune the overall package. This adjustment not only accounted for the salary expectations but also factored in relocation costs, ensuring a smooth transition for the prospective candidate.

Our market mapping in New Zealand yielded promising results, leading us to a candidate whose skill set perfectly matched our client's requirements. Facilitating a seamless assessment process, we worked diligently to bridge the gap between our client and the candidate, fostering a collaborative environment for effective decision-making. The end-to-end process spanned over 4.5 months.





## CASE STUDY: FINANCE

Our client is a leading IT solutions provider embarked on a significant systems integration project with a major bank in Sydney. To execute this project successfully, the client required **a team of IT Business Analysts** with strong analytics skills and knowledge of the finance sector. However, the challenge lay not just in finding one suitable candidate but four, within a short turnaround time.

The primary challenge was identifying and recruiting four IT Business Analysts with a specific skill set tailored to the requirements of the project. These candidates needed to possess strong analytics skills, in-depth knowledge of the finance sector, and prior experience in implementing large IT systems. Time was of the essence in this project. The client needed to fill all four positions within a limited timeframe to ensure the project's progress was not delayed. This added pressure demanded a swift and efficient recruitment process.

Recognizing the specialized requirements of the project, PERSOLKELLY assembled a team of consultants with deep domain knowledge in the financial sector. This expertise provided invaluable insights into the specific skills and experience needed for the role.

Our team tapped into its extensive network of IT professionals, particularly those with backgrounds in finance and systems integration. Leveraging this network enabled us to access a pool of qualified candidates efficiently. We crafted a compelling value proposition for the role, highlighting the significance of the project, and the opportunities for professional growth. This tailored pitch helped attract top talent despite the competitive market.

Through a combination of strategic recruitment efforts and efficient execution, PERSOLKELLY managed to fill all four IT Business Analyst positions within the same month of engagement, ensuring the project's continuity and progress.



## CASE STUDY: GOVERNMENT

PERSOLKELLY, a panel supplier supporting federal, state, and local government hiring initiatives in Australia. Our recent success stories, particularly in fulfilling critical positions like **GIS Data Analyst** and **Cyber Arc Specialist** for departments within the NSW Government, along with various roles including **GIS System Analyst, Business Analyst, ICT Communication Manager, ICT Technical Support** for local governments in QLD.

The recruitment process for these positions presents unique challenges: budget constraints, short contract durations, and the need for rapid candidate sourcing.

Our team employed strategic methods to address these challenges:

- Utilizing Candidate Networks: Leveraging our extensive candidate network, we received referrals from existing candidates to identify individuals with niche skill sets.
- Prioritizing Government Experience: Recognizing the importance of familiarity with government procedures, we prioritized candidates with previous governmental roles.
- Rapid Profile Presentation: Committed to meeting urgent client demands, our team ensured suitable candidate profiles were presented within 4 to 6 hours of receiving the order.

Two notable success stories show our effectiveness:

- GIS System Analyst: Despite demanding requirements, we successfully filled this position for a local QLD government within 48-hour timeframe.
- Cyber Arc Specialist: Meeting the specialized needs of the NSW Government, we provided a qualified Cyber Arc Specialist, demonstrating their ability to cater to diverse skill sets.





## CASE STUDY: HEALTH

Our client, a leading organization in the health sector, was facing a significant challenge in their recruitment process. For four months, they had been unable to fill a crucial position for a **Data Engineer**.

The client engaged with PERSOLKELLY and our experienced consultant, specializing in data-related roles, conducted a comprehensive gap analysis of the client's requirements and existing recruitment strategy. During the gap analysis, we pinpointed key areas for optimization in the recruitment strategy. Refining job descriptions, adjusting qualification criteria, and streamlining the selection process were pivotal in attracting a broader candidate pool and expediting hiring.

With the revised strategy in motion, PERSOLKELLY swiftly sourced qualified candidates through targeted methods, presenting a refined shortlist to the client. Within six weeks, the Data Engineer role was successfully filled with a skilled professional meeting the client's requirements.

Impressed by our value, the client re-engaged PERSOLKELLY for the **Principal Data Engineer** role. Collaborating closely, we identified and shortlisted top-tier candidates aligned with the client's needs. Through a streamlined assessment process, the client efficiently selected a candidate within four weeks, equipped with the necessary skills and leadership to drive the organization's data strategy forward.



## CASE STUDY: MINING

The client is a renowned global metal mining and green energy company known for its commitment to sustainable mining practices and renewable energy initiatives. As a leader in the industry, the client sought to enhance its technological capabilities by hiring an **IT Project Manager** to spearhead a range of projects spanning from operational enhancements to the development of cutting-edge enterprise systems.

The ideal candidate needed to possess not only strong project and stakeholder management skills but also a proven track record of delivering successful IT projects within the mining and resources sector. Additionally, the candidate had to be willing to accept a short-term contract of three months, adding complexity to the recruitment process.

The PERSOLKELLY team utilized a combination of targeted outreach and thorough evaluation. This effort resulted in the submission of four highly qualified candidates to the hiring manager within a swift 24-hour window from the initial job request. These individuals not only demonstrated the requisite technical proficiency and project management acumen but also had a deep understanding of the complexities inherent in the mining and resources industry. Subsequently, two candidates were invited by the hiring manager for further interview and assessment.

Remarkably, within a condensed timeframe of just 2 weeks from the initiation of the recruitment process, one of the shortlisted candidates accepted the client's offer. This swift resolution marked the successful conclusion of the recruitment endeavor, exemplifying PERSOLKELLY's ability to swiftly identify and secure top-tier talent for its esteemed clients.