

WORK FORCE 2019

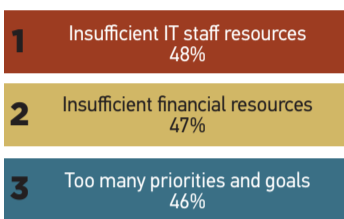
By exploring issues and identifying trends for higher ed IT employees at all levels of the workforce, we aim to meet the ever-evolving needs of organizational stakeholders. We identify ways to improve career satisfaction, identify opportunities for advancement, and explore professional development activities.

HIRING AND RETENTION

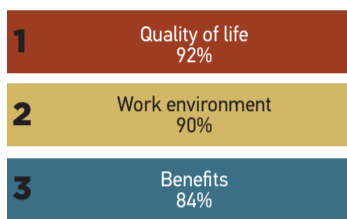
The biggest obstacles to effectiveness in higher ed IT are **insufficient IT staff** and **insufficient financial resources**. However, few CIOs reported they can create needed positions.

Quality of life and **work environment** are the most important factors in keeping employees at an institution. Other important factors include benefits and occupational stability. All of these factors were rated significantly higher than monetary compensation across organizational levels (staff, managers, and CIOs).

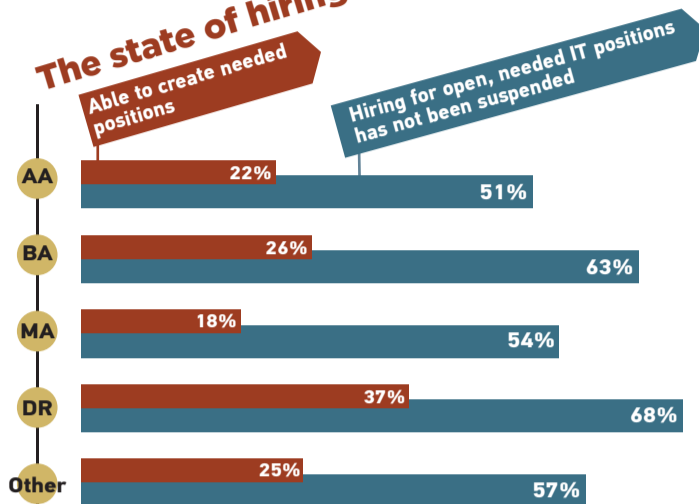
Top obstacles to effectiveness in higher ed IT



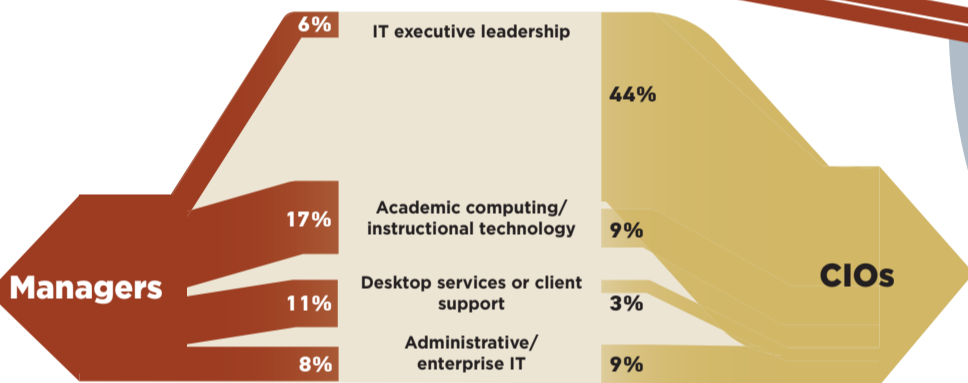
Top factors for retention



The state of hiring



In general, CIOs and managers reported that they have been able to fill open positions, but fewer reported being able to create and hire for new positions.



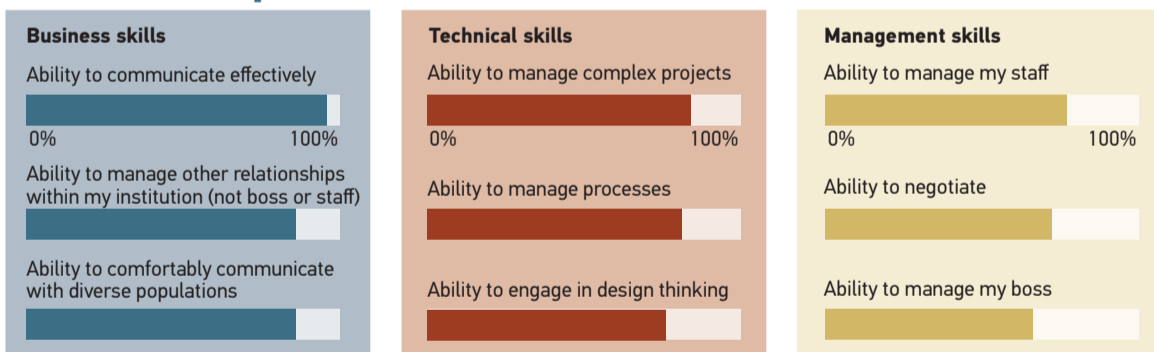
CAREER PATH AND SKILLS

Business skills such as effective communication and the ability to manage relationships within the institution were considered the most important skills for job success. Although **technical skills** such as managing processes and services and engaging in design thinking are somewhat less important, they tend to rank higher than general **management skills**.

The paths to management and CIO positions

The career paths managers and CIOs have available to them are shaped, in part, by their **previous roles**, **experience in higher education**, and **education levels**. CIOs most often come from executive leadership, while managers come from diverse employment backgrounds. One in five had a previous position outside higher ed.

Skills most important for success

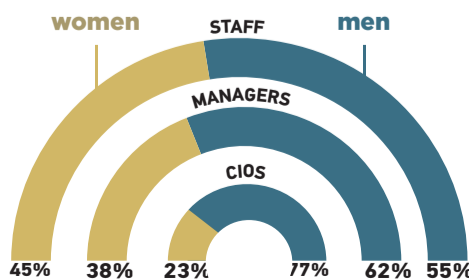


DEMOGRAPHICS AND DIVERSITY

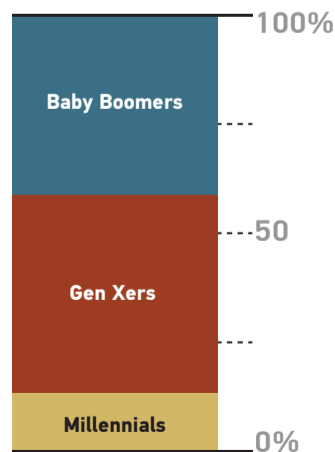
The higher ed IT workforce appears to be getting **older**, remains predominantly **white**, and continues to be more **male** than the general population. Respondents were twice as likely, however, to identify themselves as **LGBTQ**.

Gender diversity

While **women** have made gains as managers and staff, the percentage of female CIOs has declined. Considerable work remains in order for women to achieve parity in holding executive leadership positions in higher education IT.



Generational distribution



The recruitment and retention of Millennials to the higher education IT workforce will become increasingly important to counter looming Baby Boomer retirements.

EMPOWER YOUR WORK WITH DATA

Look to EDUCAUSE's 2019 workforce landscape hub to find answers to questions like:

- How does HR interact with higher ed IT departments?
- What professional development activities are most important to higher ed IT employees?
- What can CIOs do to make more strategic decisions?

View more on the higher ed IT workforce at edUCAUSE.edu/workforce2019