

Finding Hidden Talent

Alan Hill creates a top tech talent

Problem

The Server Engineers at Best Buy had a problem... a support problem. They were required to work on IT Projects during the day and Server Support at night. Although they rotated a pager among the team, no Engineer looked forward to a week of sleepless nights. Unfortunately, there weren't enough engineers to go around.



They needed qualified talent they could trust, and fast.

Action

Alan knew how to solve the problem. The Data Center Operators were available 24 hours a day, 7 days a week and they were in the same facility as the Servers. Unfortunately, they weren't trained in the new server technology, getting them up to speed would take several months or more.



So Alan created a Mentor program – experienced Server Support professionals sat side by side with the Operators, showing them how to troubleshoot and respond to problems.

Result

Server support was transferred within a week, not months, with no downtime. The Engineers were delighted, they got to sleep at night and could stay focused on their projects. And the Operators had the individualized training and on the job experience for a career path to become System Engineers.



Alan Hill creates the tech talent growth companies need.

Find out more: [linkedin.com/in/themiracleworker](https://www.linkedin.com/in/themiracleworker) or call 612 819 1803.