



## Takeaways from the Technology Roundtable on 3/22/17

How to Read: the red text are the **Gaps / Needs Improvements** identified by the businesses, the green text are the **Possible Solutions / Recommendations** identified by the Businesses. Black text are the general comments that apply to the section.

1. Through the open conversation from businesses present desired solutions were identified by them and then ranked by what they perceived would most benefit the sector if provided
  - a. The development and increase of technology related internship programs and training (Receiving 6 votes)
  - b. Having or providing customer services training to worker within technology jobs as this is a generally undeveloped skill within the field (Receiving 3 votes)
  - c. Creating and investing in more affordable and larger quantity of class A office space (Receiving 3 votes)
  - d. The system should improve and grow its interaction with small businesses (Receiving 3 votes)
  - e. More investment on innovation centers and incubators for small businesses to have a place to develop their ideas and launch their startups (Receiving 2 votes)
  - f. Have training include more understanding about the different branches and sections of the field workers can enter. Most schools train for the programing or development side of the field, but most jobs are within services and maintenance. There is the corporate or small businesses divide or the field. At least letting students know that corporate programmer, which is how most training are set up is not the only option and does not make up the majority of the field. (Receiving a vote)
  - g. Investment in and vastly improving STEM in schools and colleges (Receiving a vote)
  - h. Increase problem solving skill within training (Receiving a vote)
  - i. Create a common baseline language around job positions and technical skills (Receiving a vote)
  - j. Adjust HR policy and procedure in the way they conduct and hire technical jobs. Such as experience and knowledge does matter more than certificates in the field(Receiving a vote)
  - k. Different approach and attitude toward to the millennial workforce, as age bias greatly favors them over older workers (Mentioned in conversation, but received no vote when ask to prioritize solutions)
  
2. The above solutions were derived from addressing the issues raised by the employers when asked what concerns they perceive within their industry. These concerns and issues are listed here as in a non-prioritized order:
  - a. **Age bias, many of the companies favor younger workers and some companies actively push out experienced workers starting in their 40s – 50s depending on the company**



- b. Unclear job titles, which make it very hard to apply job experiences to new organizations and understand what is the actually skills needed to have when applying for jobs within the tech industry
- c. Workers within technology positions generally have a lack of communication and interpersonal skills. This is true whether it is with peers, customer, or leadership.
- d. It is hard to outreach for technological jobs on most job systems as they do not have the skilled applicants that they are looking for
  - i. Generally Indeed is the best job board to gain tech workers
- e. There is a disconnect between technology skills needed and higher education outcome skills. Commonly this is because training is centered around programing and development, while most jobs are service or maintenance centered
- f. A lack of ICT skills
- g. Some companies kicked or push people out at age 45
- h. Finding workers that can pass a drug test
- i. Difficult for job seekers to figure out which training to take to get tech jobs as each company can call similar positions differently
- j. Tech changed quickly and training programs can be behind in the current world application and it is hard for people to keep up in the field
- k. Regional transportation is lacking in capacity and options
- l. Limitations in the level of cyber security skills and lack of workers in general
- m. Shortage of STEM workforce overall
- n. STEAM programs within the state are not as good as the state claims to be in the nation and they are vastly behind in international standards. Math, reasoning, logic, and reading are lacking.
- o. There is allot of retirements happening and the skilled knowledge base is leaving the field
- p. Lack of affordable business locations and specifically Class A corporate office space
- q. Staff recruiting for tech jobs in Snohomish county is hard because of jobs in king county
- r. Salary competition with large corporations such as Amazon and Microsoft make it hard for smaller businesses within the area to keep employers
- s. Smaller and public agencies have a hard time keeping people as once workers have experience and have been trained they can job hop to hire paying positions within many different organizations