



**RECRUITMENT EBOOK** 

# How we hire remote software engineers

The ClickIT Guide to hire remote Developers, DevOps & Data engineers

## WELCOME!

You are about to embark on an exciting journey with ClickIT. Through this e-book, you will gain a deep understanding of what it means to recruit a True Clicker. We will take you on a captivating exploration of our recruitment process to discover the finest engineers and much more.

At ClickIT, we are steadfast in our commitment to our core values, which have been the cornerstone of our success and continue to drive us toward our future aspirations. This e-book is the gateway to understanding our story, culture, and the incredible opportunities that await outdoor talent as a part of our exceptional team.

We are thrilled to emphasize what each new member brings to the ClickIT team and the exciting journey ahead. Get ready to dive into the world of talent recruitment and join us in shaping a brighter future.

## A Bit About Us

ClickIT is a Nearshore DevOps and Software Development company that loves building Cloud Native Development apps with the support of our amazing team. We help IT companies worldwide, such as startups, SaaS, and enterprises. As an AWS Advanced Partner & top LATAM software outsourcing company, we are the perfect partner to provide cuttingedge and holistic solutions that integrate custom cloud project analysis, consultancy, design, and implementation.



# Our Main Services



#### **DevOps Services**

Enable continuous delivery & DevOps practices for faster time-to-market. Our DevOps Services help you align development and operations teams. You'll improve code quality, adopt continuous integration, and deliver faster.

## Software Development

Make your software development lifecycle more productive. Our Software Development Services help you design, plan, and build robust, secure, high-quality applications. You'll increase productivity and efficiency.



#### Staff Augmentation

Strengthen your business with our driven nearshore talent and dedicated teams. Our Staff Augmentation Services provide highly-skilled DevOps and Software Developers for your IT teams. We'll join your staff, and you can focus on business growth.

## Content

## 1. UNLOCKING TECH TALENT: ClickIT's Recruitment Process

a. The Metrics Behind Successful IT Engineer Recruitment	1
b. Navigating the Stages of a Successful Recruitment	1
i. Matching you with an A-player	5
ii. Time for Skills to Surpass Expectations	5
iii. The Technical Encounter	6
iv. Your Perfect Match Revealed	6
v. Your Engineer is Ready to Conquer	6
c. Empowering Excellence: Our Commitment to our engineers	9

## 2. OUR CUSTOMERS: Stories of Success and Satisfaction

a. We are a Great Working Place	11
b. Our Customers' commitment: Discover how working with us is	11
i. Partners and certifications	12

# UNLOCKING TECH TALENT: ClickIT's Recruitment Process

Welcome to our meticulous recruitment process. Here, you will know all about the variables we assess, our evaluation methods, and more. Join us as **we navigate the journey from candidate sourcing to selection**, offering a glimpse into our effective and efficient approach to finding **the perfect fit for YOUR team.** 

## a. THE METRICS BEHIND SUCCESSFUL IT ENGINEER RECRUITMENT

Within the realm of recruitment, metrics play an essential role. Through them, we enhance our processes and provide a comprehensive overview of our recruitment operations. This focus on data-driven insights empowers us to maintain an impressive annualized **turnover rate** of just **2.45%**.

In addition, it is our commitment to fulfilling the positions our clients request within the briefest time frame, introducing our candidates efficiently to our clients for the final stages of the process, and ensuring that our clients can have the right engineers on their team as expeditiously as they need them.

## b. NAVIGATING THE STAGES OF A SUCCESSFUL RECRUITMENT

In ClickIT we have developed each stage of our recruitment process, allowing us to provide our clients with a structured and standardized recruitment experience. This ensures that **our clients will receive the best engineers** for their team. The metrics outlined below describe our quality and efficiency throughout the entire process at ClickIT, starting from the candidate intake stage to the interview and evaluation processes we manage.



#### 1. Matching you with an A-player:

Our recruitment team reaches out to potential candidates to start the initial interaction with engineers and move forward to the Interview stage.





## 2. Time for Skills to Surpass Expectations:

In this stage, our recruitment team initiates contact with engineers, allowing us to assess their skills and capabilities. This pre-evaluation of candidates ensures their likelihood of being fit for the project.

#### 3. The Technical Encounter:

We assess candidates' technical skills to ensure alignment with our client's needs. ClickIT uses certified platforms for evaluating DevOps, Developers, Data, and Cloud engineering skills.



#### 4. Your Perfect Match Revealed:

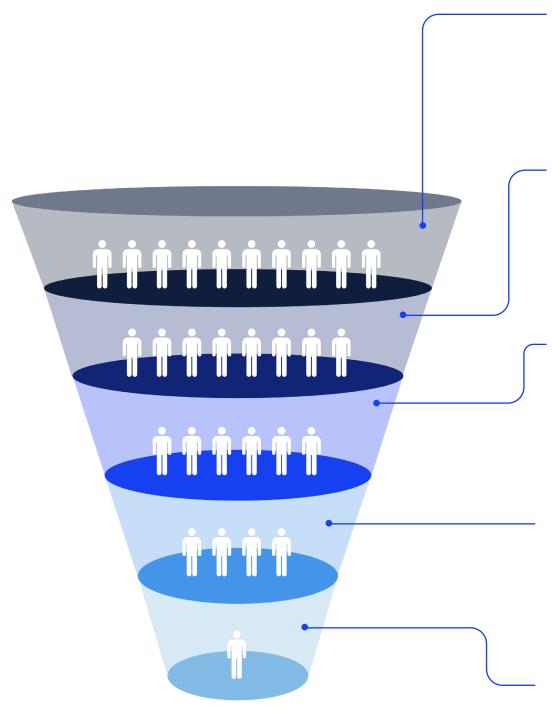
Once the candidate completes the assigned tests, and if the results are favorable, we share their profile with the client to obtain feedback on their skills and provide appropriate follow-up.



## 5. Your Engineer is Ready to Conquer:

After the candidate has been selected, ClickIT takes charge of facilitating onboarding for the new clickers, ensuring their seamless integration into our clients' teams.





Let's get deeper into the recruitment process that allows us to ensure the quality of the engineers we present to our clients.

### Matching you with an A-player

The imminent challenge is here, we evaluate if you are fit to be the next Clicker.

#### Time for Skills to Surpass Expectations

Let our allies meet you and shine before them, showing what you're made of.

### The Technical Encounter

It's time to receive the feedback like a champ. Remember, that's how we improve and learn.

#### Your Perfect Match Revealed

You made it! cheers for a flawless victory. You are now a actual Clicker keep your head up and own it.

## Your Engineer is Ready to Conquer

Walk through the door of innovation and live the full Clickers experience. Buckle up for an incredible ride together.

#### **Matching you with an A-player**

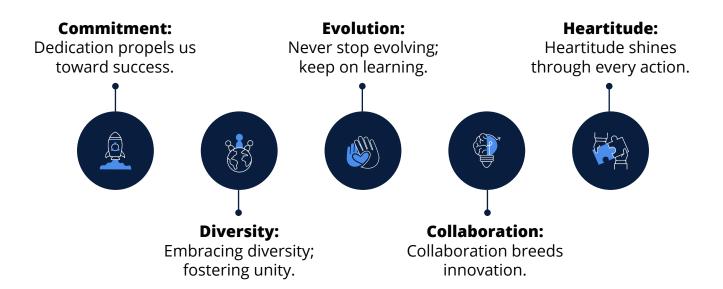
From the moment we receive our client's request at ClickIT, our recruitment process begins. Starting with the candidate intake stage, **we focus on identifying the best prospects for each position**, particularly emphasizing our client's technical requirements and developing essential technical skills.

At ClickIT, our commitment is to have the **best candidates** in our recruitment processes, helping us streamline the timelines of each stage and **provide our clients with top candidates in a shorter period of time.** 

#### **Time for Skills to Surpass Expectations**

At ClickIT, our commitment to delivering top-tier engineers to our clients is unwavering. In tandem with our rigorous technical assessment, we integrate **competency-based interviews** that center on evaluating the **power skills** of our candidates. These interviews are a strategic tool for identifying **A players**—engineers who bring more than technical prowess to the project.

In the evaluation of each candidate, we meticulously consider essential aspects, including proficiency in conversational English, proactivity, initiative, team integration, leadership, and a sense of belonging. Our approach to recruiting engineers based on their power skills aligns seamlessly with our core business values, those shaping our identity as a company:



This method ensures the acquisition of engineers with the right technical expertise and those who resonate with and contribute to our foundational values.

#### **The Technical Encounter**

Following the initial interview in our recruitment process, it is essential for us as a company to **evaluate their technical expertise**. That's why we dedicate a specific step in our recruitment process to the technical evaluation of those candidates who performed well in the initial interview.

At ClickIT, we utilize **diverse technical assessment methods** to validate the technical competence of our candidates, **ensuring excellence** in our clients' projects. We also aim to reassure our clients of **choosing the best option** with our qualified engineers.

Every assessment is uniquely crafted to align with the specific needs of the role our client is looking to fill, enhancing the personalized and effective nature of our process.

#### **Your Perfect Match Revealed**

Once we have assessed and defined our **top candidates**, we proceed to share those profiles with our clients to obtain **feedback** regarding the profiles we are presenting. This helps us, as a company, to better guide our candidate search or ensure that we are on the right track. We focus on a **team-based methodology** centered around giving and receiving feedback, which not only aids in advancing smoothly through our processes but also enables us to provide our clients with the best candidates.

#### **Your Engineer is Ready to Conquer**

Our main objective within our recruitment process is to provide our clients with the best candidates



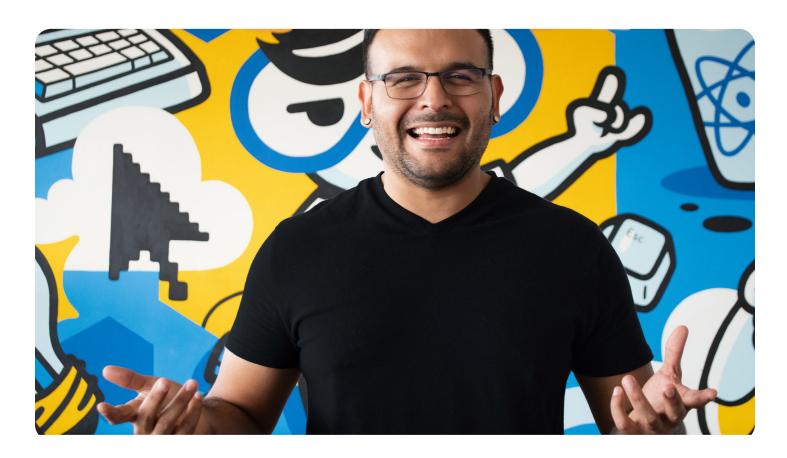
to execute their projects successfully. That's why we oversee the entire recruitment process to **ensure our clients' satisfaction.** 

The final step in ClickIT's recruitment process is selecting the **ideal candidate**. This choice is entirely based on our clients' criteria; they are responsible for evaluating all aspects we have previously provided. At this point, they decide on the candidates we have presented to them.

At ClickIT, we prioritize ensuring the selected candidate undergoes a comprehensive **onboarding process**. This process equips them with the necessary tools for seamless integration into our clients' teams. We ensure they understand and align to our **organizational values**, facilitating a swift assimilation within diverse teams. This, in turn, **guarantees optimal performance from our clickers**.

It's important to note that the client may have their own process for each candidate we send them; this is at their discretion. However, at ClickIT, we are **confident** that we are contributing the **best engineers** for integration into their teams.

For us, meeting customer satisfaction is paramount. At ClickIT, we have **a program** dedicated to ensuring **customer satisfaction**. Within this program, we conduct **periodic evaluations** with our clients to ensure the **performance** of our engineers and to always provide the best service.



This program covers 8 aspects that we evaluate:



#### **Delivery Time:**

Deliver tasks promptly and meet established deadlines.



#### **Technical Expertise:**

Demonstrate the required experience and knowledge for the position.



#### **Communication:**

Exhibit effective verbal and written communication skills.



#### **Added Value:**

Provide significant value to the project and team.



#### **Emergency Response:**

Respond to emergency situations promptly and efficiently.



#### **Company Culture:**

Adapt to the organizational culture as expected.



#### **Quality:**

Deliver work with the expected quality.



#### **Availability:**

Be duly available to attend to the team's needs.

And in this way, **we ensure the quality** that our engineers are providing in each service with our clients.

#### c. EMPOWERING EXCELLENCE: OUR COMMITMENT TO OUR ENGINEERS

By prioritizing the well-being of our Clickers we enable them to unleash their potential with our clients. That's why something crucial for us is that our engineers feel comfortable at ClickIT, and in their work environment. ClickIT is a company dedicated to our engineers' **personal and professional growth**. We have developed various programs that promote the previously mentioned, and here is a brief description of some programs designed for the well-being of our engineers:



#### **ClickIT Academy**

An internal program that allows the development of knowledge and skills while sharing insights with colleagues through lectures, workshops, and more.



#### Click-Care

A program dedicated to addressing the needs of our team members, ensuring a safe and comfortable work environment throughout the year. In Click-Care, we assess various aspects, which are outlined below:

- Fair assessment of Clickers.
- Mutual care.
- Continuous professional development.
- Involvement and decision-making faculty.
- Mentorship and ongoing learning.
- Personal fulfillment.
- External recognition.
- Competitive remuneration.

In this way, **we ensure the commitment** of our Clickers to each of our projects and clients, fostering a sense of security and comfort within the company.



#### Level-Up

This program enables engineers to take courses, certifications, attend conferences, and participate in competitions with other ClickIT members, fostering continuous knowledge.



#### **Personal Advisor**

Every engineer has the support of a Personal Advisor, providing assistance in resolving queries and offering support as needed during their projects.

These programs have been instrumental in keeping our engineers comfortable, fostering their commitment to our clients. In this way, we recognize the effort of each engineer, valuing their time and dedication in every project.

#### **OUR CUSTOMERS:**

# Stories of Success and Satisfaction

Our Clients range from Inc 5000 global enterprises to well-funded startups. We have delivered and operated more than 500 successful projects in the Cloud regarding DevOps and Software Development operations.



#### a. WE ARE A GREAT WORKING PLACE

At ClickIT, we are always seeking to ensure our clients feel comfortable with our way of working. That's why we have various recognitions supporting our commitment at ClickIT.

We are recognized with a high score on Glassdoor, including employee reviews. Clutch is a B2B review platform that helps firms across the globe connect with solution providers, and they have named us with a few recognitions as a leading IT company.

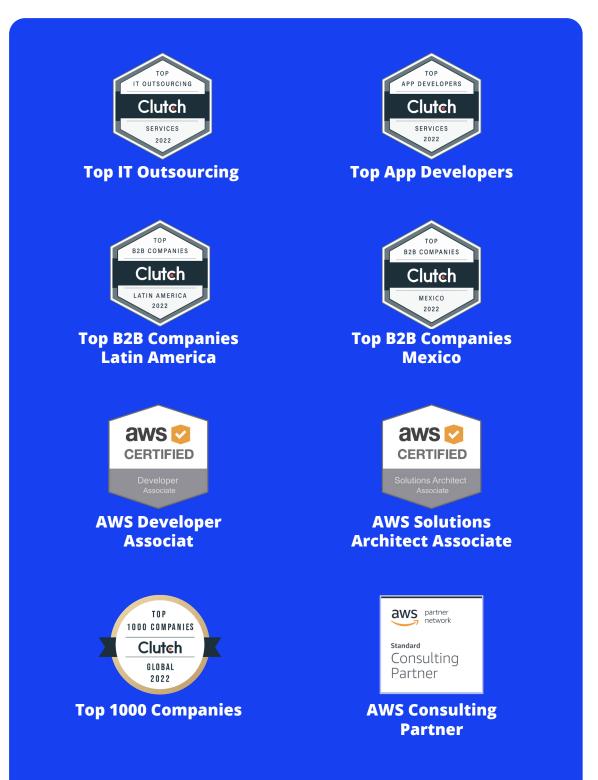


## b. OUR CUSTOMERS' COMMITMENT: DISCOVER HOW WORKING WITH US

Within our commitment to our clients, lies the provision of the best engineers, highly rated. Additionally, as a company, we emphasize the dedication of our engineers to our clients. That's why we adhere to a **Nearshore working model**, placing our candidates in the same time zone as our clients to facilitate **communication** and **interaction**. We also prioritize **costefic tiveness** for each of our engineers, aligning with the specific needs of our clients.

#### **Partners and certifications**

We are dedicated to delivering top-tier solutions for applications, made possible by our team of over 90% certified engineers. Our accolades and recognitions solidify our position as the ideal technology partner. These certifications empower our team to consistently deliver exceptional results, reinforcing our commitment to providing quality services to our clients. This recognition helps us remain at the forefront of the IT sector.







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