

# **IT Staff Augmentation Success A How-to Guide for Using an IT Staffing Agency**

*Written By: Amy Wiebers | Director of Sales & Recruiting*





## The IT Staffing Challenge

Hiring and retaining top-tier IT staff has never been more challenging. You don't just need someone who checks the boxes on a job description—you need IT staff who can seamlessly integrate into your team, contribute to your company's success, and align with your long-term vision.

Traditional hiring methods, like posting job ads and sorting through endless resumes, rarely deliver the kind of IT staff that drives real business impact. Businesses looking to scale, innovate, or meet mission-critical project deadlines often turn to an IT staffing agency to access the expertise they need. However, not all staffing processes are created equal.

## Best Practices in IT Staff Augmentation: Your Comprehensive Guide

Hiring and retaining top-tier IT staff takes more than posting a job and reviewing resumes—it requires a strategic, thoughtful, and proven process. This guide outlines what a high-quality IT staffing agency process should look like from start to finish. Whether you're working with an IT staffing agency or evaluating your own approach, these best practices are designed to help you understand how exceptional IT staff is sourced, vetted, and supported to ensure long-term success.

By following these best practices, you can ensure a strategic approach that not only fills positions but also finds the right people to drive your business forward. From defining your hiring needs to selecting candidates who align with your culture and long-term vision, this guide will walk you through each stage of the process, equipping you with the knowledge to make informed decisions.





# Step 1: Defining Your Needs – Beyond the Job Description

**One of the biggest challenges in IT staff augmentation is starting the hiring process without a clear understanding of what you truly need.**

The first step in effectively recruiting top talent should be an in-depth discovery process between you and your IT staffing agency.

This process must go beyond job descriptions to uncover the real requirements of the role.



# What Should the Discovery Process Look Like?

## **Work With a Dedicated Account Manager**

A top-tier IT staffing agency would not only have a great recruiting team but would also assign an account manager directly to you to ensure that the hiring process aligns with your business objectives. A dedicated IT staffing account manager serves as your strategic partner, ensuring a seamless hiring process that aligns with your business needs.

Unlike traditional recruiters who focus on skill-matching, an account manager takes a consultative approach, engaging deeply with you and your designated stakeholders to understand the broader objectives of the hire.



# Aligning Talent with Your Unique Technical and Cultural Needs

## The Role of a Dedicated Account Manager

Step 1: Defining Your Needs

The account manager will conduct a comprehensive assessment and oversee the hiring process, ensuring every candidate is not just qualified but the right fit for your team.

**The areas they focus on include:**

### Needs Assessment:

A thorough discussion with you to clarify job roles, team dynamics, and long-term goals.

- What are the objectives behind this hire?
- Will this role support growth, innovation, or operational stability?
- Is this a short-term need or a strategic hire for long-term growth?

### Client Interview Process Analysis:

The account manager will look in depth at your interview process. This will help prepare the best candidates for the next steps.

- How many client interviews will be conducted, and who will be involved?
- What type of interviews will be performed (formal, conversational, technical assessments)?
- Will candidates undergo technical exercises as part of the process?

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## Aligning Talent with Your Unique Technical and Cultural Needs

### Technical Alignment:

This process identifies the technical requirements you need for a successful placement. By understanding the technical needs, the account rep can ensure the candidates' skills match your needs.

- What are the core technical skills required for success?
- What are the top 3-5 must-have technical proficiencies?
- If your IT staffing agency has a strong technical recruiter, it is essential for them to communicate directly with the client's technical interviewer to ensure alignment with candidates moving forward.

### Cultural & Team Dynamics:

The success of a candidate extends beyond technical skills; the ideal candidate must align with your culture and team structure. It's the role of the account manager to dig deep into their areas.

- Is the team collaborative or independent?
- What soft skills are essential for success?
- Does the team maintain a lighthearted or serious tone?
- How will the new hire integrate into the team?
- Who will they work with, and what is the team's makeup?
- What is the client onboarding process, and what is needed to gain access to the client environment?



## Why Step One is Critical to Success

Hiring the right IT staff starts long before you meet a candidate—it begins with a deep understanding of your needs, your team, and your long-term business strategy. An IT staffing agency who invests in discovery, technical alignment, and cultural fit ensures that every candidate they present is not just qualified but built for success within your organization.

By working with a dedicated account manager who goes beyond job descriptions, businesses can avoid costly hiring mistakes, reduce turnover, and secure IT staff that drives long-term success.



# Step 2: Sourcing the Right Candidates – Beyond Job Boards



The best IT professionals aren't always actively looking for jobs. If the strategy of your IT staffing agency relies solely on posting jobs and waiting for applications, you are missing out on top-tier talent.

Finding candidates by posting open positions on job boards such as LinkedIn is a great way to search out great candidates, but the best IT professionals aren't only scrolling job boards right at the time you are hiring for a specific position.

## **The Best Candidate May Not Be Job Hunting!**

The best candidates are also the ones who have been in your IT staffing agency's applicant database and ones who are currently employed and may not even be looking to leave their current employer.

# How to Find the Right IT Staff

Step 2: Sourcing the Right Candidates

The most effective IT staffing agencies don't rely on job boards alone—they combine innovative strategies, broad networks, and proactive outreach to uncover exceptional candidates.

## 6 Proven Strategies to Recruit Tech Talent That Go Beyond Traditional Recruiting

- 1 Leverage Passive Talent Networks:** Tap into established relationships, alumni groups, referral networks, and internal candidate databases to reach professionals who may not be actively job hunting but are open to the right opportunity. These “warm” candidates are often already known to your team or trusted contacts, making them easier to engage and quicker to onboard.
- 2 Use Targeted Outreach & Passive Recruiting:** Go beyond your existing network with direct, personalized outreach to high-performing professionals who may have no prior connection to your organization. This method involves identifying ideal candidates—often already thriving in their current roles—and engaging them with compelling reasons to consider new opportunities. It's a strategic way to uncover top talent who wouldn't otherwise be on your radar.
- 3 Tap Into Nearshore Talent Pools:** Expand your IT staff augmentation pipeline by sourcing candidates from nearshore regions such as Brazil and Costa Rica—offering strong technical skills, aligned time zones, and cultural compatibility.

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Step 2: Sourcing the Right Candidates

## How to Find the Right IT Staff

### 6 Proven Strategies to Recruit Tech Talent That Go Beyond Traditional Recruiting

- 4 Engage with Developer Communities & Events:** Get involved in hackathons, open-source projects, and tech meetups to connect with highly skilled IT professionals who are actively engaged in the tech ecosystem.
- 5 Implement a Strong Referral Program:** Referrals from trusted employees and industry peers often lead to faster, higher-quality hires that align with your culture and values.
- 6 Source IT Staff from Non-Traditional Pathways:** Look beyond resumes and degrees. Bootcamp grads, self-taught developers, veterans, and career-switchers can bring fresh perspectives and strong problem-solving capabilities to your team.



A high-performing IT staffing agency doesn't stick to a single tactic—they tailor their approach using a variety of sourcing strategies to ensure the best possible match for your role.

**The goal is not just to find a candidate but to find the **right one.****





## Why Step Two is Critical to Success

Relying solely on job postings limits your reach and slows down the hiring process. Today's top IT staff are often found through a combination of personal networks, strategic outreach, and alternative talent pipelines. By partnering with an IT staffing agency that embraces a multi-pronged recruiting strategy, you significantly increase your chances of finding not only a technically skilled candidate but also one who aligns with your team's culture and long-term goals.

The right sourcing approach ensures that every hire is a competitive advantage—not just another seat filled.

# Step 3: Screening for the Right Fit – More Than Just Technical Skills

A great candidate isn't just about skills on paper. It's about their ability to collaborate, solve problems, and integrate into your team. Top IT staffing agencies should use a multi-layered screening process to ensure that the best candidates are brought forward to you for your interview process.



## What to consider in the screening process:

### **Commitment & Career Goals**

– Does this candidate want just a job, or a career with the company they are interviewing for?

### **Technical Proficiency**

– Do they have the hands-on experience needed, and can they demonstrate their expertise through real-world examples? How does your IT staffing agency validate these skills?

### **Soft Skills & Communication**

– Can they articulate ideas, collaborate, and work effectively in teams? If English is their second language, can they speak and understand it well enough?

### **Behavioral & Culture Fit Interviews**

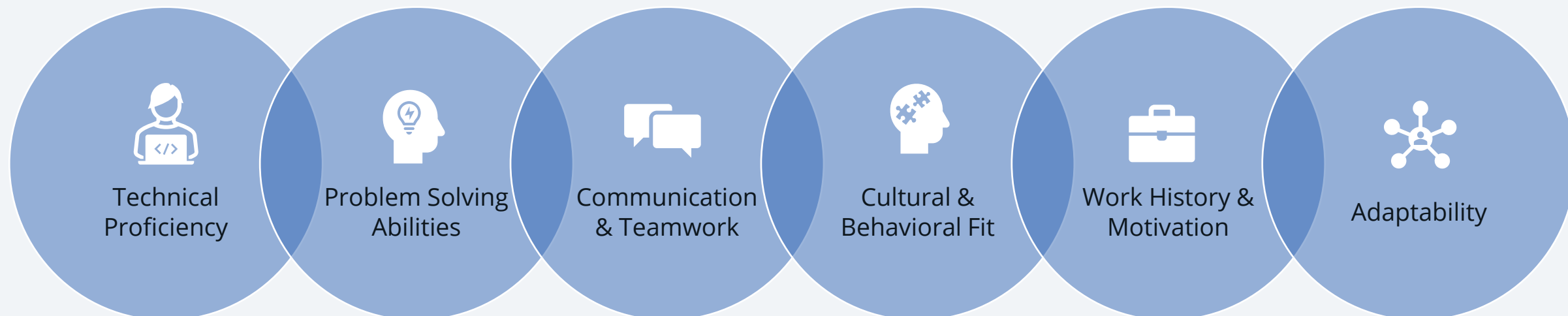
– Will they integrate well with the company they are interviewing with and your client?

# What is a Multi-layered Screening Process? And Why is it Important?

Step 3: Screening for the Right Fit

Many hiring managers focus too heavily on technical skills alone, overlooking key behavioral traits that impact long-term success. A developer might know multiple programming languages, but how do they handle tight deadlines, collaborate with peers, or problem-solve under pressure?

A multi-layered screening process goes beyond simply verifying a candidate's technical skills. It's a structured, in-depth approach to evaluating a candidate from multiple angles—ensuring they're not only capable of doing the job but are also the right fit for your team, culture, and long-term goals.



## Each “Layer” of the screening process focuses on a specific area of fit:



### Technical Proficiency

Assesses whether the candidate has the hands-on experience and technical depth needed for the role.

**What to ask:** “Can you walk me through a recent project where you implemented [specific technology or tool]?” or “What challenges did you face when scaling your solution, and how did you overcome them?”

**What it reveals:** Their answers demonstrate real-world application of skills, depth of knowledge, and ability to troubleshoot—beyond just buzzwords on a résumé.



### Problem Solving Abilities

Uses situational and behavioral questions to evaluate how candidates think, adapt, and respond to challenges.

**What to ask:** “Tell me about a time when you encountered a critical bug or blocker in a project. How did you identify the issue and resolve it?”

**What it reveals:** This helps you assess their analytical mindset, resourcefulness, and how they approach high-pressure situations—predicting how they’ll respond to future problems.



### Communication & Teamwork

Measures how well they communicate ideas, collaborate with peers, and fit into your team dynamic.

**What to ask:** “How do you typically communicate technical information to non-technical stakeholders?” or “Can you describe a time when you had a conflict with a teammate and how you resolved it?”

**What it reveals:** Their ability to express ideas clearly and work collaboratively is key for team dynamics and cross-functional work. Strong communicators reduce friction and elevate team performance.



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## Step 3: Screening for the Right Fit



### Cultural & Behavioral Fit

Examines the candidate's values, personality traits, and past behavior to gauge long-term compatibility with your company culture.

**What to ask:** "What type of work environment helps you thrive?" or "How do you typically contribute to team culture?"

**What it reveals:** These insights help predict how well the candidate will adapt to your team's style, whether they'll be engaged, and how they'll contribute beyond just the technical aspects of the role.



### Work History & Motivation

Explores their job transitions, reasons for leaving past roles, and their interest in joining your organization.

**What to ask:** "Why did you leave your last few roles?" and "What excites you most about this opportunity with our team?"

**What it reveals:** Patterns in their work history can highlight stability or red flags. Understanding their motivations helps ensure alignment with your company's mission and long-term vision.



### Adaptability

Technology and business needs evolve. Gauge how well the candidate adjusts to new environments, changing priorities, and evolving technology.

**What to ask:** "Tell me about a time when you had to quickly learn a new tool, framework, or process. How did you adapt, and what was the outcome?" or "How do you typically respond when project requirements shift mid-way through development?"

**What it reveals:** These answers highlight their flexibility, willingness to learn, and ability to thrive in fast-paced or unpredictable environments, which are key traits for long-term success in any IT role.

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**By incorporating behavioral interviews into the multi-layered screening process, companies can improve hiring accuracy and ensure long-term employee success.**

Recruiters need to be trained in this process and understand how to peel back the layers of their examples to truly understand what the candidate's specific experience is. A strong IT staffing agency has recruiters on their team who do not rush through the recruiting process; they take their time and understand the importance of a multi-layered approach to recruiting.

# Ensuring Success in Remote Teams Starts with the Right Screening Process

Step 3: Screening for the Right Fit

A multi-layered screening process is especially critical when hiring remote IT professionals who will be working with minimal onsite supervision. In these roles, technical skills alone aren't enough, as candidates must also demonstrate strong self-management, communication, and accountability. Screening for adaptability, problem-solving, and motivation helps identify individuals who can stay productive, meet deadlines, and contribute meaningfully without constant oversight.

By evaluating not just what a candidate *can* do but *how* they work, companies can ensure they're bringing on remote IT staff who will thrive independently and stay aligned with the team's goals and culture.

By layering these evaluations, hiring managers and staffing partners gain a 360-degree view of each candidate which reduces guesswork, minimizes costly mis-hires, and increases long-term retention.

This comprehensive approach ensures you're not just hiring someone who looks good on paper, but someone who will deliver real value, integrate seamlessly with your team, and thrive in your organization from day one.

# Step 4: Candidate Success – Elevating Interview Readiness

Not all great IT professionals are great interviewers. Some of the most talented developers, engineers, and architects may struggle to articulate their value in a high-stakes interview setting, especially if they're more comfortable coding than talking about themselves.

Candidate preparation is a critical step in the staffing process—but only after your IT staffing agency has completed discovery (Step 1) and a thorough multi-layered screening (Step 3).

Once a candidate is confirmed as the perfect match in both technical skills and behavioral fit, the next step is preparing them for success in the client interview.

If a candidate is interviewed “cold,” without the preliminary work performed by the IT staffing agency, the potential for overlooking great talent increases significantly.

This process isn't about “coaching to perform.” It's about ensuring you, the client, see everything that has already been identified in the candidate from evaluating their experience, problem-solving ability, adaptability, and communication style.

The goal is for the interview to validate what the screening process has already uncovered: that this candidate is the right fit for your team.





# Best Practices for Interview Readiness

## ▶ Aligning Candidates with Client Expectations

Before any client interview, the candidate should meet with the Account Manager to review the role's key responsibilities, team structure, company culture, and project expectations. This ensures the candidate is aligned not only with the job description but also with your broader business goals and working environment.

## ▶ Clarifying Soft Skills & Team Fit

Candidates should then be coached on how to express their collaboration style, adaptability, and communication approach so you can evaluate how well they'll integrate into your team beyond the technical side.

### Step 4: Candidate Success

## ▶ Mock Interviews & Real-Time Feedback

The IT staff agency should conduct mock interviews to prepare candidates for the types of questions they'll be asked, helping them refine their responses and build confidence. Through role-playing and feedback, candidates learn how to communicate their experience effectively, highlight relevant accomplishments, and respond clearly under pressure.

## ▶ Reinforcing Mutual Fit

The IT staff agency should confirm that the candidate understands your expectations and is excited about the opportunity. By aligning on both sides, they help ensure you're not just making a hire but the *right* hire.

## Bottom Line:

**If your IT staffing agency isn't preparing candidates before they meet with you, you may be overlooking top-tier talent.**

**The right IT staffing agency doesn't just find qualified candidates—they ensure those candidates are ready to show you exactly why they're the perfect fit.**



# Step 5: Onboarding, Integration & Retention

## Lead to Long Term Success!



A successful hire doesn't end with a signed offer letter. The real value begins when your new team member becomes fully engaged, productive, and integrated into your team. This requires a coordinated onboarding experience supported by both the IT staffing agency and you, the client.

When both sides are aligned, and the new IT staff augmentation team member feels welcomed and included in your culture, performance and retention dramatically improve.

A quality IT staffing agency doesn't just walk away after placement. The Account Manager remains actively engaged—communicating with the team member, supporting their transition and staying in close contact with you to ensure the IT staffing hire is meeting expectations.

Think of it as a dual support system: the IT staffing agency ensures the new team member is set up for success, and you ensure they feel like a valued, integrated part of your team.



# Client Tips for a Strong Onboarding Process

A well-structured onboarding experience lays the foundation for long-term success. Below are key actions you can take to ensure your new team member feels welcomed, supported, and fully integrated into your team—starting from day one.

- ✓ **Deliver a Structured First-Day Experience -**  
Make a strong first impression. Clear introductions, a training schedule, and defined responsibilities help new team members feel confident and included from the start. Aim for a “WOW” factor by the end of day one.
- ✓ **Integrate the Team Member into Your Culture–**  
Even if the new hire is technically outsourced, their success depends on becoming part of your team. Include them in team meetings, Slack channels, stand-ups, and brainstorming sessions. Assign a mentor or onboarding buddy to guide them through the early days.

Step 5: Onboarding

- ✓ **Align with the Staffing Partner-**  
Collaborate with your Account Manager to ensure all onboarding elements are in place—hardware setup, access credentials, internal processes—and that communication channels are open on both sides. If your team culture has unique dynamics, share that insight with the Account Manager so it can be reinforced during onboarding.
- ✓ **Recognize Their Contributions Early–**  
People perform better when they feel valued. Publicly acknowledge early wins or contributions by your IT staff augmentation team member, just as you would with a full-time hire. This reinforces their importance to the team and boosts morale.
- ✓ **Conduct Regular Check-Ins –**  
Your Account Manager should stay in contact with the team member, but your feedback is essential as well. Schedule check-ins during the first week, month, and quarter to track progress, provide feedback, and adjust support when necessary.





# Onboarding Checklist: A Shared Responsibility

☑	Phase	Client Responsibilities	IT Staffing Agency Responsibilities
	<b>Before Day One</b>	Ensure IT setup, system access, workspace, and intro emails are ready.	Confirm readiness, communicate expectations, and prep the new hire for your environment.
	<b>Day One</b>	Welcome the new team member, introduce them to key staff, and review their role and goals.	Check-in with the new team member post-start and offer encouragement.
	<b>First Week</b>	Assign a mentor, schedule onboarding meetings, and involve them in team activities.	Provide support and gather feedback from the team member and client.
	<b>First Month</b>	Conduct formal check-ins, assess progress, and recognize contributions.	Address any concerns, support adjustments, and reinforce goals.
	<b>Ongoing</b>	Offer continued coaching, growth opportunities, and integration efforts.	Stay connected, resolve any issues, and support long-term retention.





## **Why Onboarding Matters.**

When an IT staff augmentation team member feels fully included in your company's culture and not just placed in a seat, they perform at a higher level, collaborate more effectively, and are more likely to stay long-term.

A strong onboarding process, guided by open communication between you and your IT staffing agency, ensures the success of every hire—driving business outcomes, reducing turnover, and building stronger teams.



## From Integration to Retention: Sustaining Long-Term Success.

Onboarding sets the foundation, but long-term success depends on what happens next. Once your new team member is up and running, the focus shifts to ongoing integration, engagement, and retention. Their effectiveness depends not only on technical skills, but on how connected they feel to your team, how valued they are, and how supported they remain over time.

Even if the team member is technically outsourced, treating them like a true member of your team improves collaboration, performance, and retention. When treated as true team members, they contribute more fully, collaborate more openly, and stay longer.

While you play a critical role in that experience, you're not doing it alone—your Account Manager is your partner in making it happen. They remain engaged throughout the assignment, checking in with the IT staff augmentation team member, providing feedback loops, and ensuring your goals continue to be met. Together, you form a support system that keeps top talent focused, productive, and committed.

**Hiring the right IT staff is only half the journey; retaining them drives long-term value.** Even the most talented team members can be recruited away if they don't feel engaged, supported, or valued. That's why retention must be a shared priority between you and your IT staffing agency.



## Client Tips for Sustained Engagement & Retention

- ☐ **Reinforce Inclusion in Daily Operations -**  
Continue involving your IT staff augmentation team member in team huddles, planning meetings, and collaborative discussions—not just project-related tasks. Keep the lines of communication open and inclusive.
- ☐ **Recognize Contributions Regularly -**  
Public acknowledgment of wins—whether big or small—goes a long way in reinforcing value. Don't let their IT staff augmentation status prevent consistent praise and recognition.
- ☐ **Ongoing Check-ins -**  
Work with your Account Manager to schedule regular alignment check-ins. These conversations help ensure your goals are being met while giving the team member a chance to provide feedback or raise concerns.
- ☐ **Support Growth and Development -**  
Look for opportunities to include IT staff augmentation team members in ongoing learning, cross-training, or team-wide development initiatives when appropriate. Investing in their growth improves retention and output.
- ☐ **Career Pathway Clarity -**  
Share how they can grow with your team – even in an IT staff augmentation role. Visible growth potential and mentorship reinforce a long-term vision with your organization.
- ☐ **Support Work-Life Balance -**  
Offer flexibility, wellness support, and a culture that values personal and professional health. A work-life balance can boost satisfaction and morale.

**Retention doesn't happen by accident—it's built through intentional support, ongoing communication, and a strong partnership between you and your IT staffing agency.**

With the Account Manager acting as a trusted liaison, you can stay ahead of potential issues and keep your top IT staff augmentation talent focused, productive, and excited to stay with your team.

Great hires become high performers when they're fully supported from day one and beyond. Through thoughtful onboarding, ongoing integration, and a shared commitment to engagement and retention, you and your IT staffing agency can turn top IT staff augmentation talent into long-term value for your organization.





# Transitioning to an IT Staffing Agency: Why the Right Partnership Matters

While some companies choose to manage IT hiring internally, many quickly discover that sourcing, screening, onboarding, and retaining top-tier tech IT staff requires more time, expertise, and coordination than expected. That's where the right IT staffing agency partner becomes invaluable, not just for filling open roles but also for finding the *right* people to drive your business forward.

An exceptional IT staffing agency partner goes far beyond transactional recruiting.

They act as a strategic extension of your team and are deeply invested in understanding your goals, aligning with your culture, and delivering IT staff augmentation talent that makes a lasting impact.

## The Power of a Synchronized Hiring Process

The real strength of an IT staffing agency partnership lies in alignment—and that's where the Account Manager plays a critical role. Acting as a strategic liaison, the Account Manager connects your hiring needs with the recruiting team and the IT professional. They ensure that candidates are sourced, vetted, coached, and supported in a way that reflects your business goals, technical requirements, cultural expectations, and long-term vision.

At the end of the day, the right IT staffing agency partner doesn't just help you hire faster—they help you hire smarter. Through deep collaboration, guided discovery, and ongoing support, you gain more than IT staff augmentation team members. You gain a true partner in building a high-performing, future-ready IT team.



# Why Work with an IT Staffing Agency

The right IT staffing agency isn't just a vendor; they're your strategic partner that helps you scale efficiently, reduce hiring risks, and secure top-tier IT professionals faster than traditional hiring methods. Here's how a trusted IT staffing agency partner elevates your IT hiring strategy:

What You Get	Why It Matters
Access to Elite Talent Networks	Quickly reach vetted IT professionals—both active and passive candidates—you wouldn't find through job boards alone.
Strategic, Multi-Layered Screening	Ensure every candidate is technically strong, behaviorally aligned, and prepared to thrive within your unique environment.
Nearshore & Global Talent Options	Scale your team efficiently with access to highly skilled IT professionals in time-zone-aligned regions like Brazil or Costa Rica—offering seamless collaboration and cost-effective staffing solutions without compromising quality.
Candidate Preparation & Interview Readiness	See the real candidate—not just who interviews best—thanks to thoughtful preparation guided by your Account Manager.
Seamless Onboarding & Integration	Ensure smooth transitions with structured onboarding and continuous support on both sides.
Ongoing Retention Support	Reduce turnover through sustained engagement, recognition, and career growth planning—driven by a proactive IT staffing agency partner.



# Beyond Discovery – A Dedicated Partner Throughout the Hiring Process & Beyond

The Account Manager's role doesn't end once the discovery process is complete. They remain your ongoing partner throughout the hiring process and beyond, ensuring open communication and long-term success.

## Their involvement includes:



# Why Partner With QAT Global?

At QAT Global, we don't just place IT professionals—we build high-performing teams that accelerate your success.

With decades of experience in custom software development and IT staffing, we understand what it takes to deliver talent that aligns with your goals, integrates seamlessly into your culture, and drives long-term business impact.

We are more than an IT staffing agency—we are your strategic hiring partner, committed to doing things the right way. Built on a foundation of integrity, transparency, and collaboration, QAT Global is driven by one mission:

**YOUR SUCCESS IS  
OUR MISSION!**

**QAT.COM**





## When you partner with QAT Global, you get:

- ✓ **Dedicated Account Managers** who act as an extension of your team—leading discovery, aligning expectations, managing the hiring process, and supporting long-term success.
- ✓ **A proven, multi-layered screening process** that ensures every candidate is technically strong, culturally aligned, and ready to contribute from day one.
- ✓ **Thorough candidate preparation** so you see the true capabilities of every professional we present.
- ✓ **A focus on onboarding, engagement, and retention**—we stay involved long after the hire to ensure your success.
- ✓ **Access to elite nearshore IT professionals** from our offices in Costa Rica and Brazil, giving you time-zone-aligned, English-speaking IT professionals who deliver top-tier results at a cost-effective rate.

As a company proudly headquartered in Omaha, Nebraska, we bring Midwestern values—integrity first, passion, and a relentless commitment to quality—to everything we do.

You won't find better Account Managers. You won't find a more committed partner —  
Because at QAT Global,  
**we do IT right.**





# Schedule a Consultation Today

Take the first step toward building a future-ready IT team.

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