Hiring and Mentoring Student IT Employees for Today's Tech Industry

Alissa Powers, Su Wang UC Irvine - Office of Information Technology

Overview

- Hiring
- Getting started
- Day to day work
- Mentoring



Who are we?

Academic Web Technologies

- Agile on-campus development team
- Web application for our campus needs
- 4 current devs w/ 2 openings
- Support team
- Most of us are UCI grads



Who are we?



Su Previous Student Supervisor / Technical Lead



Alissa Student Supervisor / Software Engineer



Student positions on our team

What positions do we have?

- Year round part-time position
- Summer internship

Why two positions?





Student positions on our team

What do they work on?

- Student facing updates / features
- Creating value directly for campus and peers



Hiring

Hiring Process

- 1. Online Application
- 2. Technical Phone Interview
- 3. In-person Technical Interview



Challenges

- Multiple positions
- Job titles are important
- Web development experience
 Or Python took over the world
- Interview experience
- Perception
 - $\circ~$ Not a "real" job



Getting Started

Administrative Stuff

Before their first day



- Prepare in advance
- Set up a workstation, plan their first day, etc.
- Meet with the student
 - Set expectations, answer questions, set a start date and work schedule

Working with student schedules

School work first, then work work

- Asynchronous communication is key
 - Add to calendar system
 - Post above cubicle
 - Avoid email



Administrative Stuff

First week

- Team introductions
- Touring the office
- Rules and expectations
- Online timesheets
- Required trainings



Technical Onboarding

Quick overview of environment

- PHPStorm (JetBrains)
- GitHub
- Jenkins

Overview of application(s) they will be working in

- How to navigate code
- Where data comes from
- Getting started





Technical Onboarding

- Setting up local dev environment
- Any necessary tutorials





Selecting work for students

Projects increasing in complexity

- Tiny bug bundles
- Projects (increasing in size/complexity)

Other considerations

- Variety of work
- Balancing productivity with learning opportunity



Student-Team Interaction



How involved should they be in the team's process?

Need versus experience

- Involve as necessary
- Provide sampling of Agile meetings to provide experience
- If something that needs their presence (and input), will move the meeting to accommodate



Communication

Guidance for projects

- Useful information provided in a Jira ticket
- In-person meeting with the UX designer
- Implementation plan

How to ask questions relating to projects?

• Slack, Jira, GitHub





Communication

- Giving feedback
- Immediate feedback
- One-on-ones





Manager Tools - "The Trinity" Podcast

https://www.manager-tools.com

Career Mentoring

One-on-ones

- Job searching
- Career questions
- Building a resume / portfolio





Resume review / feedback

- Going from school resume (class focused) to work focused (project/experience based)
- General guidelines

					UC	
	Jane Roe	an four years of experience in the development of new business op	business devel- portunities.	opment processes.		
	BUSINESS – Developer Professional Business Developer Involved in product testing, management, and Involved in product testing, management, and	.66 Q NewYork,USA in link	edin.com/in/Janc	Toamwork		
	😂 jane.roe@gmail.com 🛛 🗳	Negotiation	W sonce	Outbound Marketing	\	
ŀ	SKILLS Public Speak	ing Emotional V	ntelligence	Social Media Adva	1	
	SEO Research &	alytics			1	
1	Decision Marketing Smail Marketing			Vork, USA		
	EXPERIENCE	ager		meduled goals.		
	WORK Development Main	ressfully	achieved the p	oy for the next 5 years.		
	AirState Solutions	h budget projects and success	fined the strate avs to improve	the processes and cating a new		
	 Successfully managed 52-5 million Successfully managed memory 	marketing and then suggested with the feedback and then suggested with the suggested with	oecialist niche	market by implementary		
	 Developed and ended constantly the customer ended the satisfactor of the sat	iction rate from the second se				
	e Ensured that new clients will give			Chicoge	a, USA	
	loyalty program	Assistant		nvice.		
	- Business Develop	a see by improving t	the customer se	ts.	ns.	
	08/2012 - 09/2014 oB/2012 - 09/2014	to better unde	the management of audit pro-			
	 Increased conversion of the second conversion of the secon	on with the Marketing out				
	 Improved the contain and in prince the creation and in 	mplement				
		dministrati	on			
	EDUCATION	nd Business Administ				
	MSc in Ecology of Ch	YC900		e hororise Educa	tion	
	09/2008 - 06/2010		Associa	present)		
	ORGANIZATION	S Association	(2014			
	American Manageme	(2013 - Present)				
	eBusiness Associati	on (eBA) (22		-h e-ten(V		
	INAGES	eich Ecien	E Limi	ted Working Profiler S		
	LANGUAGE	oficiency Spanissional Project				
	Native or Billinguar					
						Z

Interview help

- Mock interviews
- Both technical and behavioral
- Feedback



Concluding Thoughts

Why do we do all this? Why don't we just code more ourselves rather than managing students?

- Want to be able to give back to campus, not just with the tools we're developing
- We are in unique position as development team on campus to be able to help students figure out what they want to do before the real world.
- We have tools that mainly developed by student staff, for students.



Where have the little birds flown off to?

- Some students became UCI staff members
- Some students went off to Amazon, Blizzard, Obsidian, Google, Disney Imagineering, Twitter, Zynga, Western Digital etc.





Questions?





More questions?

Contact us!



Alissa aapowers@uci.edu



Su suw@uci.edu



