



IT Leaders in K-12 Education: Don't Hire A Goldfish!

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According to Gartner Analyst Bill Rust, when making hiring and evaluation decisions, CIOs in K-12 education should hold good people skills as high in value as competence in education information technologies.

The success or failure of IT staffing and budget requests relies on how the IT department is viewed by the community of users within an educational agency (i.e. schools, districts, etc...). The IT department of an educational system is primarily characterized by how the IT support staff is perceived. Therefore, CIOs should bear in mind the people skills of potential new IT staff employees as well as when evaluating their current employees.

This brief article provides four specific recommendations for consideration in hiring and evaluation practices as well as discusses findings regarding the *Affect vs. Effect* concept (soft people skills vs. hard technical skills).

Learn more about the four categories Gartner has established which characterize IT staff in K-12 education by requesting the complete and original Gartner Article as outlined at the bottom of this page.

**Individual copies of this original, complete Gartner Research Report may be requested through [TechConnect-IT](#), the Education IT Professional Networking Community (a service of the San Diego County Office of Education). Log on to your [TechConnect-IT](#) account and join the [Information Technology Research Community](#) to request your individual copy. For more information, visit <http://www.techconnectk12.org>*

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Rust, B. (2011, April). *IT leaders in k-12 education: Don't hire a goldfish!* (Rep. No. G00211771). Stanford, CT: Gartner.