

Best IT Contract Consulting Service - USA

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ITStaff® is an information technology services company, dedicated to providing high quality contract and contract-to-hire staffing in support of the software development life cycle (SDLC). We caught up with Mark Norris to gain an insight into the firm and the services it provides.

Established in 2009, ITStaff® provides IT contract and contract-to-hire staffing focused on positions IT managers typically require when assembling teams for software development projects. These skills include Project Managers, Business and Systems Analysts, Architects, Modelers, Software Developers and Software Quality Assurance Analysts and Testers. The firm is currently supporting clients in the area of Big Data with resources such as Data Scientists and Data Analysts, and is starting to see more opportunities for resources needed in the Internet of Things (IoT) projects.

Clients for the firm's services are in a wide array of industries that include healthcare, technology, retail, insurance and finance.

Mark outlines the firm's mission, and how the company strives to achieve this from the very start of every project it works on.

"Our mission is to make the lives of our client's easier, not harder. We realize how busy these managers are. Many are spending the better part of their day in meetings and they cannot afford to have their time wasted on unqualified candidates. Our process garners trust with these managers. Once they work with us, they see how we operate and they understand that we do what we say we will do and they appreciate that. We don't oversell and we don't try to force-fit someone into a position they are not qualified for".

"From the very beginning of any project, we aim to support our clients by delivering the very best service on the market, and that starts with our industry leading guarantee. If the professionals we provide do not hit the mark, we believe in taking that burden off of the manager through our guarantee program. And the end result is that we have never had any of our clients have the need to take us up on it, which we take great pride in. We believe that we have been able to accomplish this because of:

- a) The experience of our sales and recruiting team;
- b) The process we go through to make sure we understand what the manager is asking for; and
- c) The due diligence we put into thoroughly screening our candidates for the role they're being asked to perform.

"Fundamentally we know that it is always a risk for a manager to make a change. We're always conscientious about the work we do, but especially so with new managers we're engaging with. It's all about earning their trust and mutual respect. When we're provided an opportunity with a new client, it's imperative that we make that manager look good to his or her supervisor for making a sound decision. It's on us to make that manager's job easier, not harder and we back up everything we say and do."

Looking to the future, Mark makes it clear that the firm is keen to grow organically in order to secure the company's reputation for providing quality services.

"Moving forward, we are keen to obtain managed growth where we can maintain control of quality and the things that have allowed us to be recognized positively by our clients and professional staff alike. We would rather be known as the best company to work with rather than the biggest company to work with".

"We are honored and grateful to have been recognized for the 2016 Technology Innovator Award. We consider this award to be a testament to our company's dedication towards excellence in customer service to our clients and to the professionals who represent our company day-in and day-out by making our client's IT projects a success. It also speaks volumes to the dedication of our sales and recruiting team and the passion they put forth in delivering quality service levels in an honest and ethical manner."