

Diving Off the #jobs-board



- ROBERT => gives welcome

You want a new job.
You've gotten a new job.
How can you survive the new job?

- JASON »



Jason Broccardo
Systems Administrator, *Forget Computers*
[@zoocoup](#) on Twitter and MacAdmins Slack

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Mac Team Lead, *NIH*

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- JASON »
- then
- ROBERT =>



2002

2006

2009

2012

2013

2015

2017

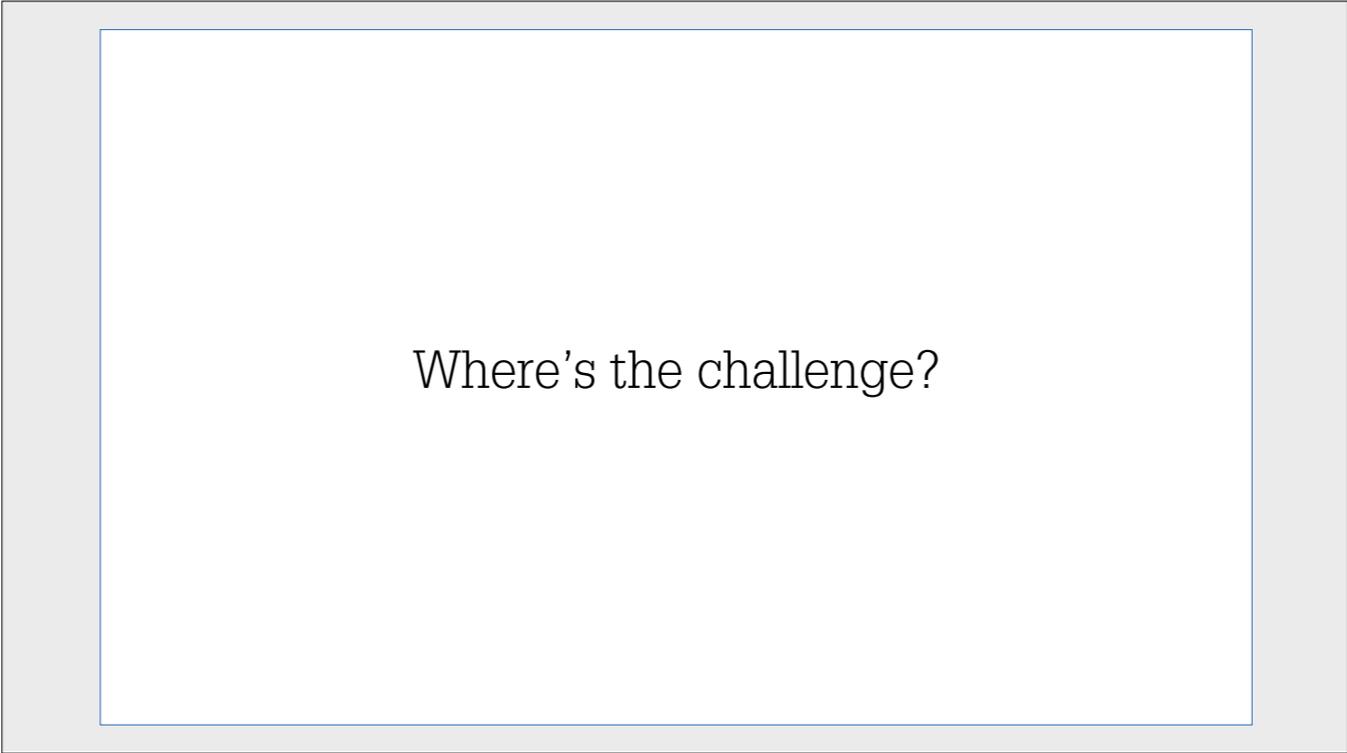
- JASON »
- Why us?
- In the past 15 years, we've become familiar with the process as we've changed companies, titles and even locations
- ROBERT => By no means experts, but we are experienced

Making the Decision to Leave

ROBERT =>

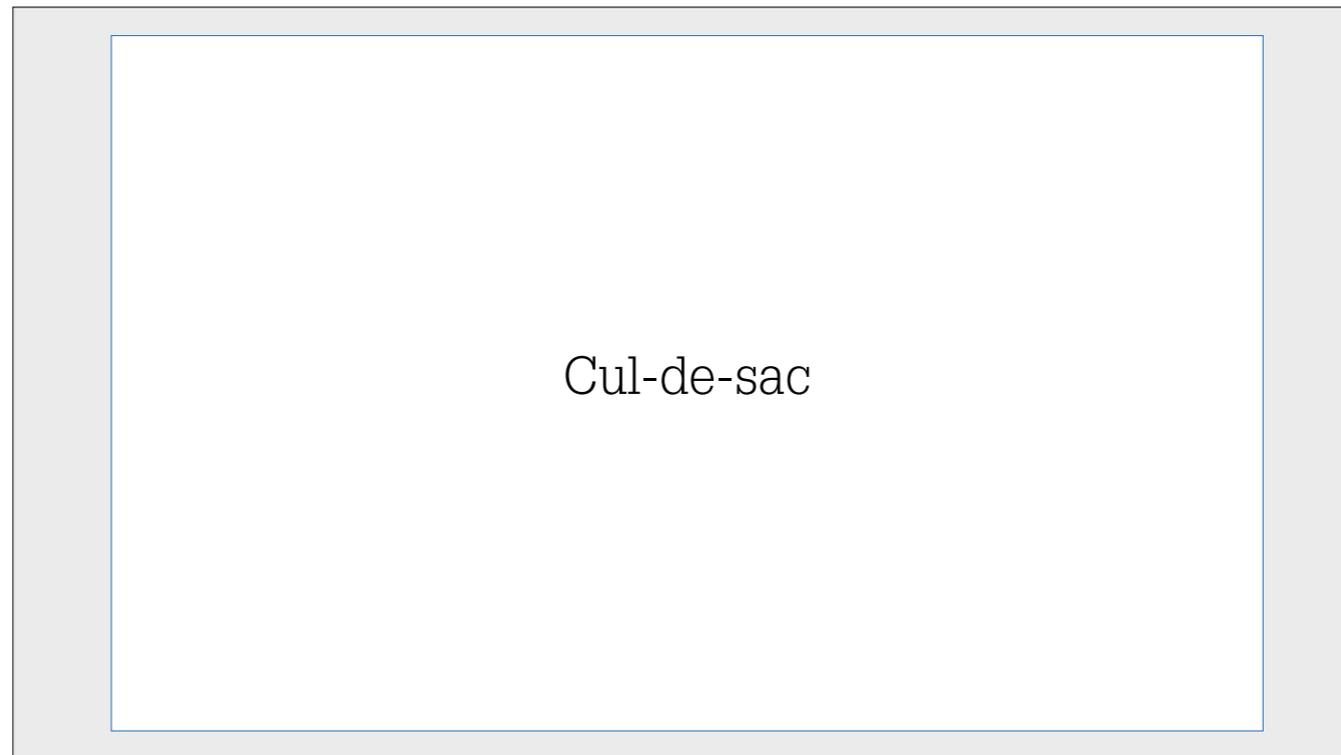
Why? **Why?** Why? Why? **Why?** Why? Why? **Why?**
Why? Why? **Why?** Why? Why? **Why?** Why? Why?
Why? Why? Why? **Why?** Why? Why? **Why?** Why?
Why? **Why?** Why? Why? **Why?** Why? Why? **Why?**
Why? Why? **Why?** Why? Why? **Why?** Why? Why?
Why? Why? Why? **Why?** Why? Why? **Why?** Why?

- ROBERT => Everyone will have a different reason for leaving

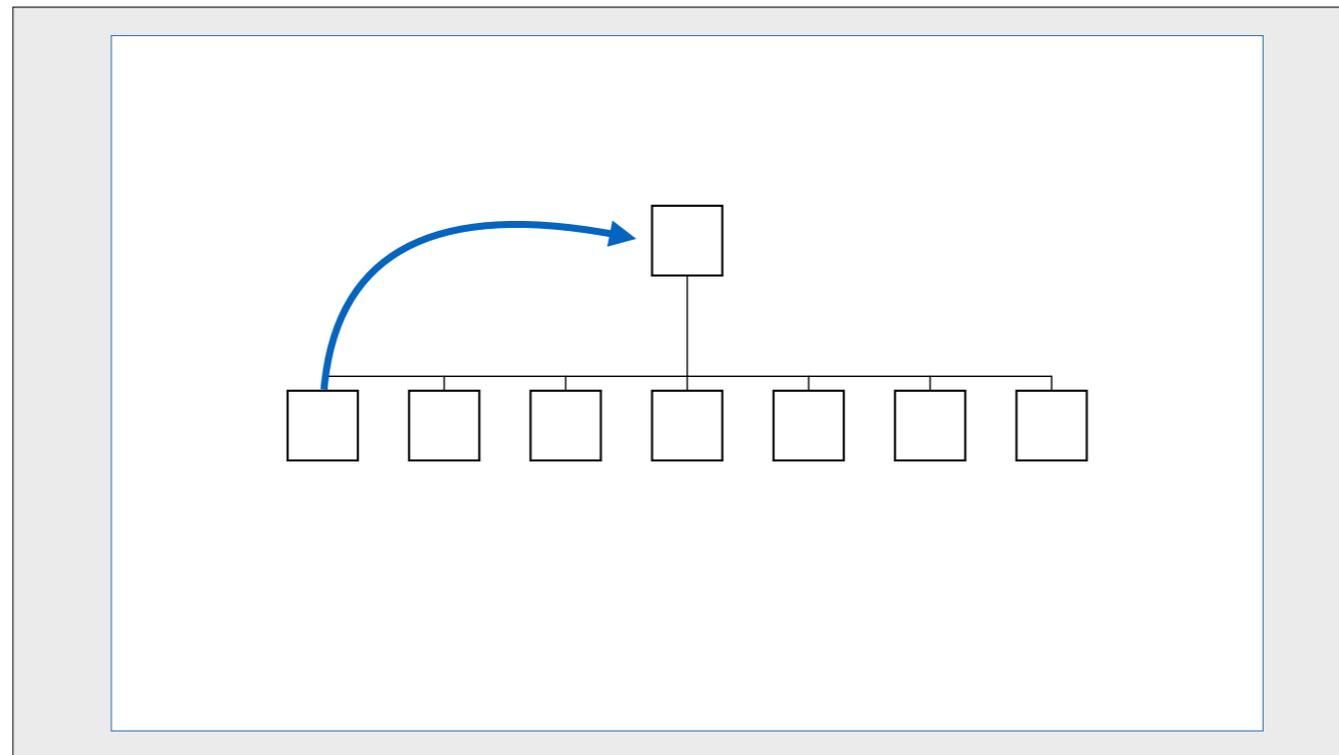


Where's the challenge?

- JASON » (all)
- Something new to learn
- Have an innate desire to learn and do new things and current job is no longer/can no longer meet those needs



- ROBERT => (all)
- Have reached your likely potential
- You have gotten really good at working at _this_ place

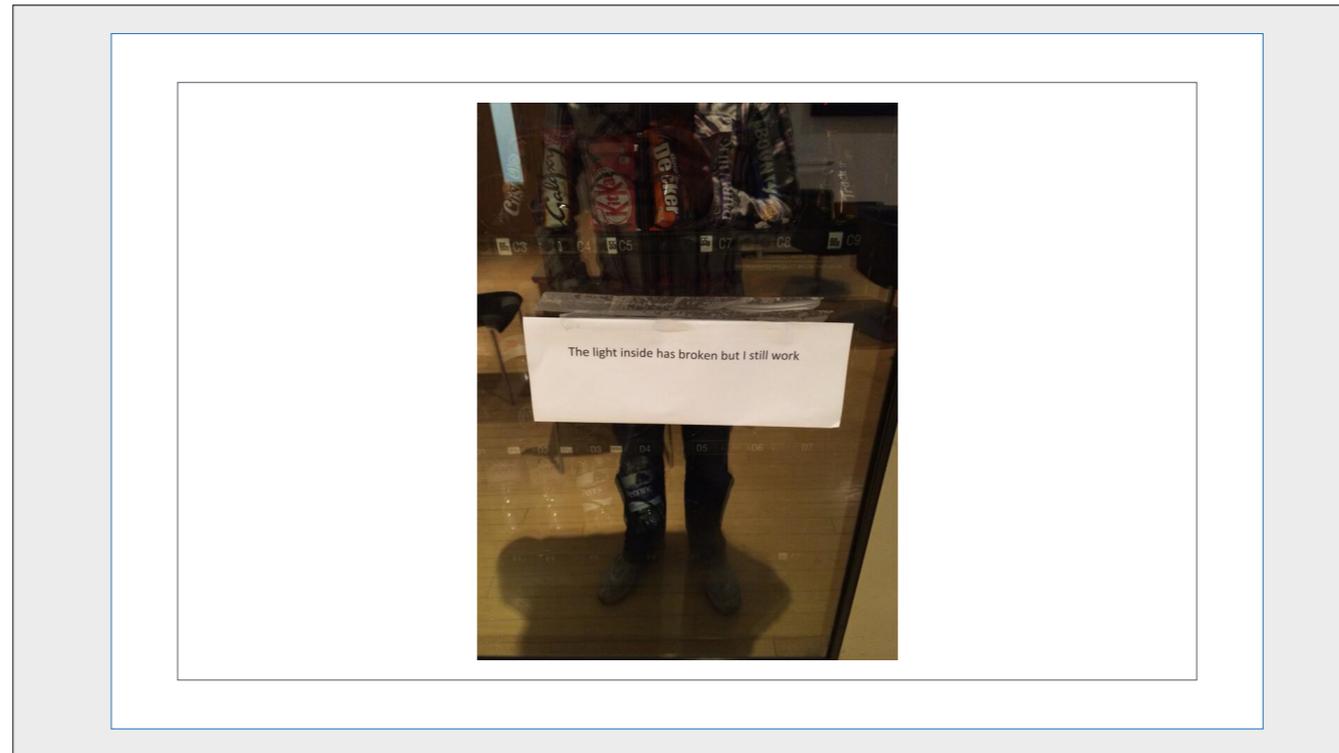


- ROBERT (all)
- Perhaps you've decided to make the jump to management
- Or management has been thrust upon you

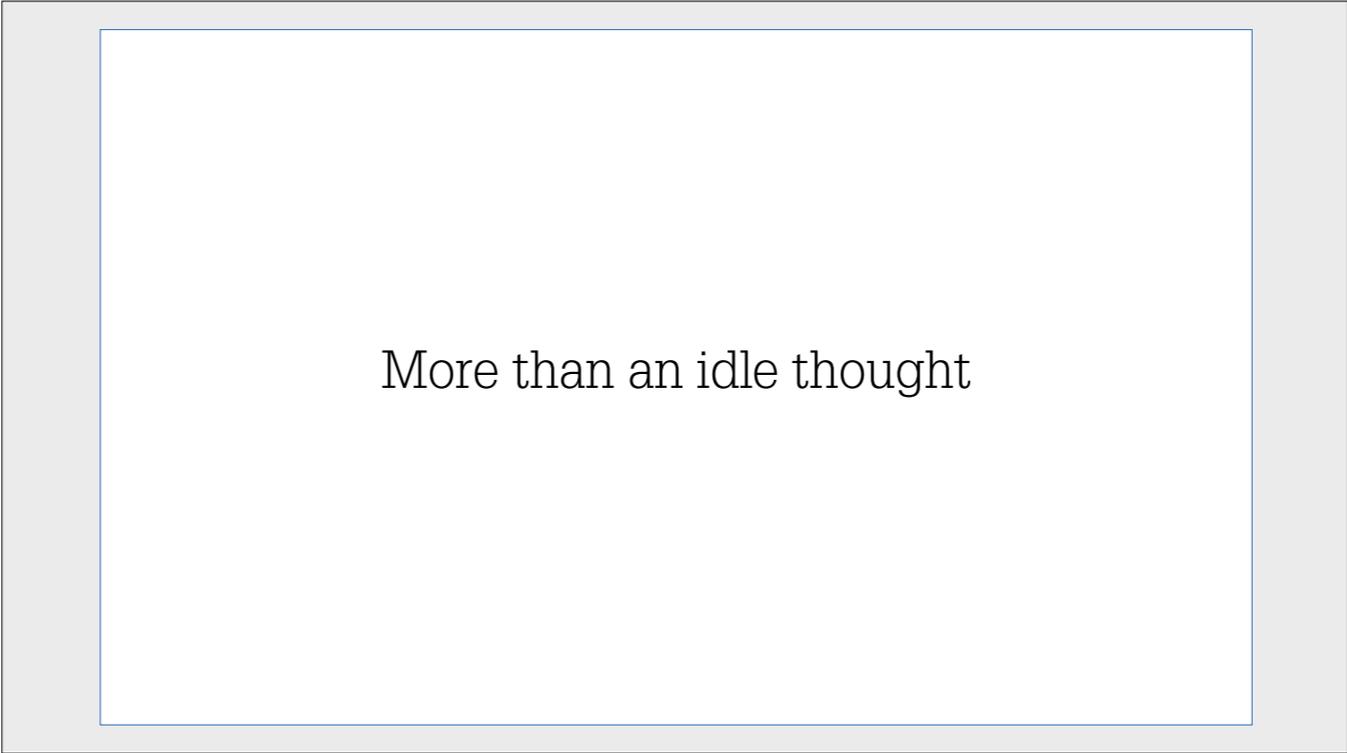


Conflict, Carnage & Mayhem

- JASON » Company reorganizations are a prime motivator. Likely best to get out before they potentially ask you to leave
- ROBERT => Don't want to leave the company, but your manager

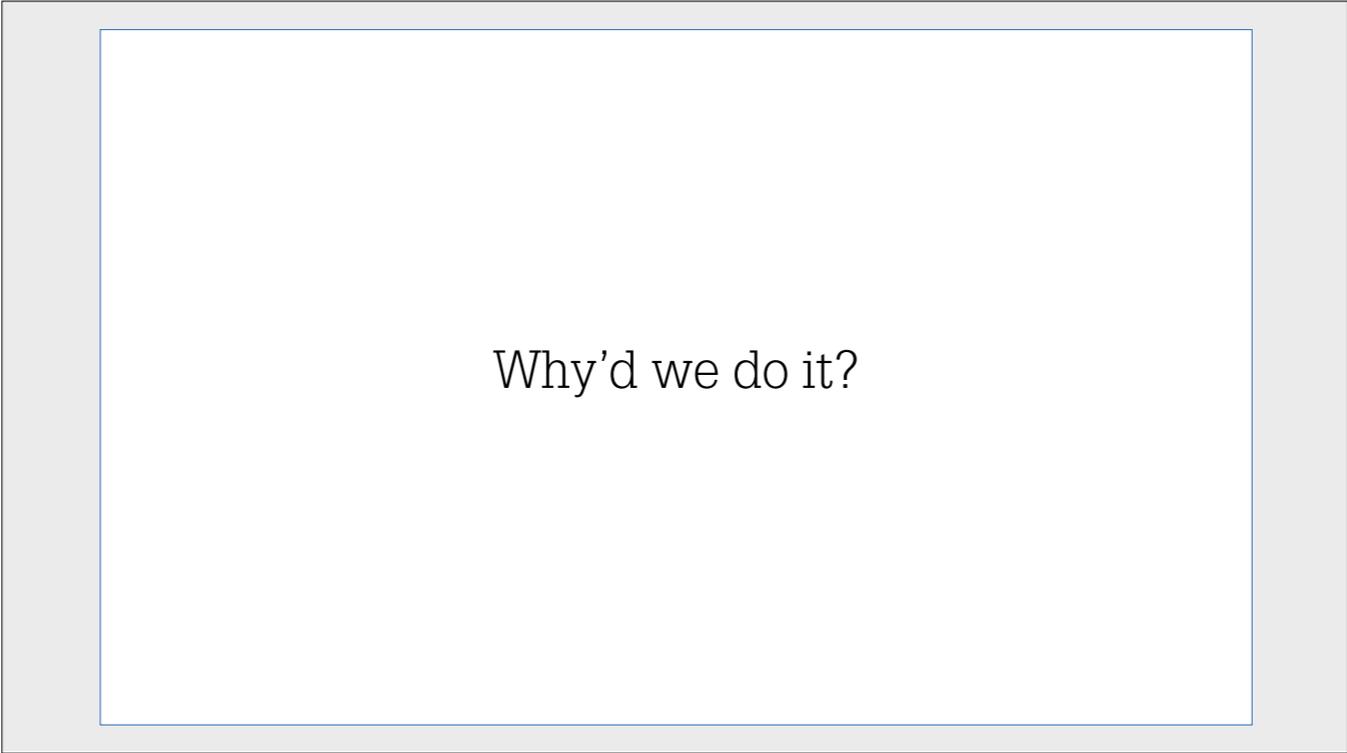


- ROBERT => More negative version of being bored with a place is being burned out by the work



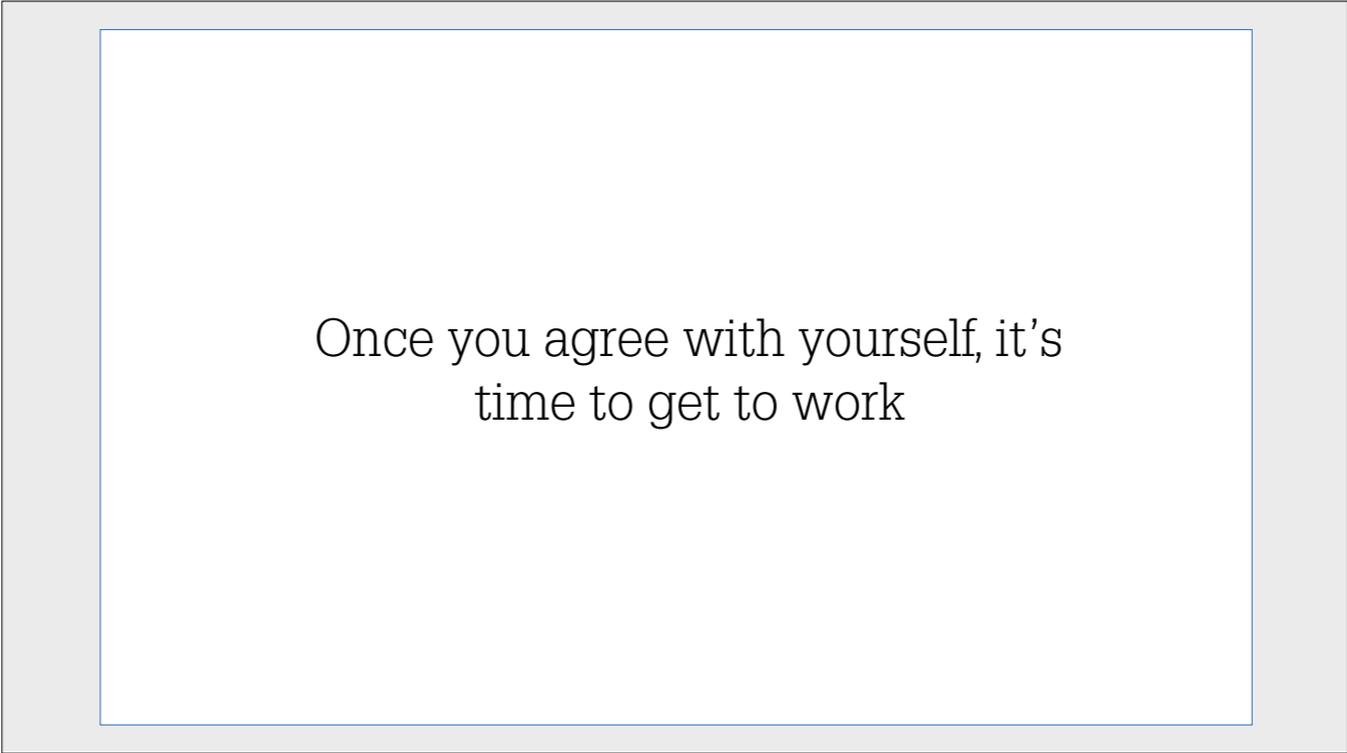
More than an idle thought

- JASON » (all)
- It's not just a single bad day at the office
- You keep returning to the idea of leaving
- Could you? Should you?



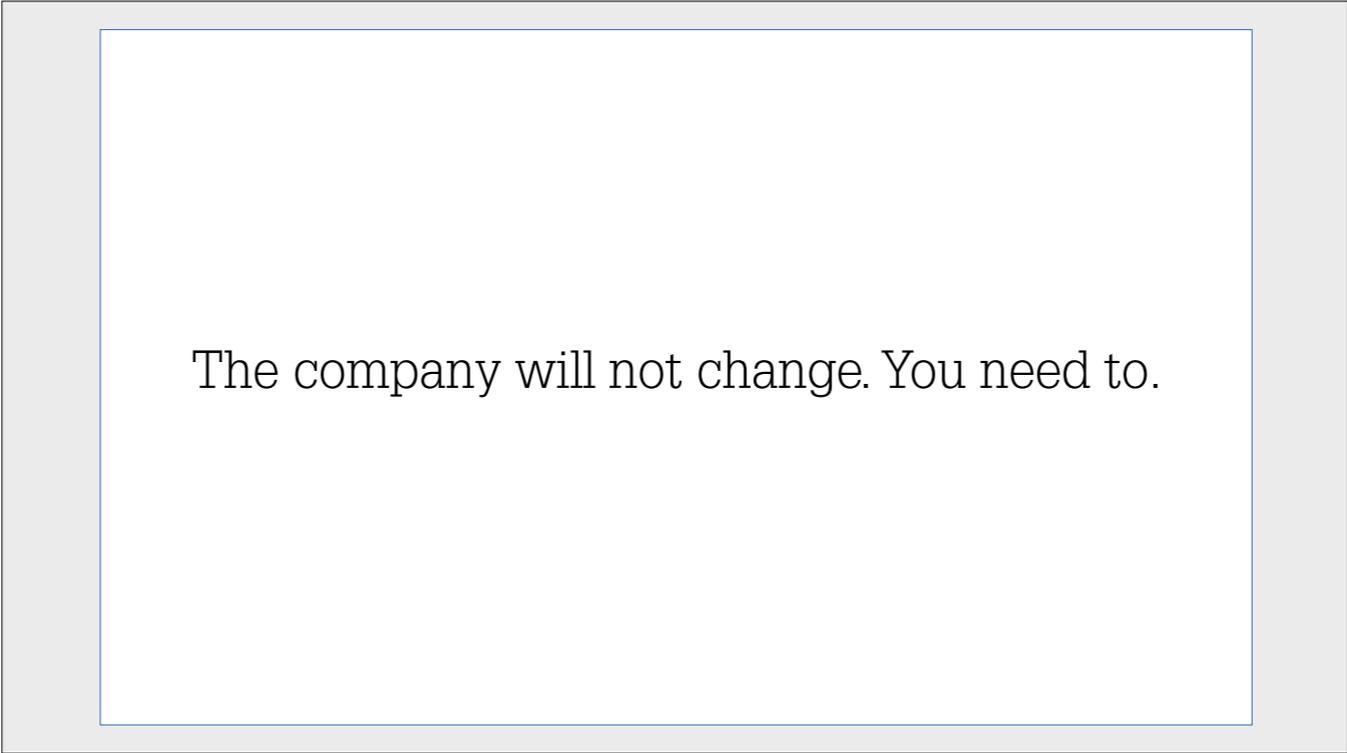
Why'd we do it?

- JASON » 1) Afraid my skill set would stagnate
 - 2) A good place but a horrible manager
 - 3) All of IT was being outsourced
-
- ROBERT => 1) Burn out. 10 years of consulting and driving/traveling 2) micromanaging boss that didn't appreciate my work and effort 3) a significant cut in healthcare benefits that was effectively a \$10k pay cut



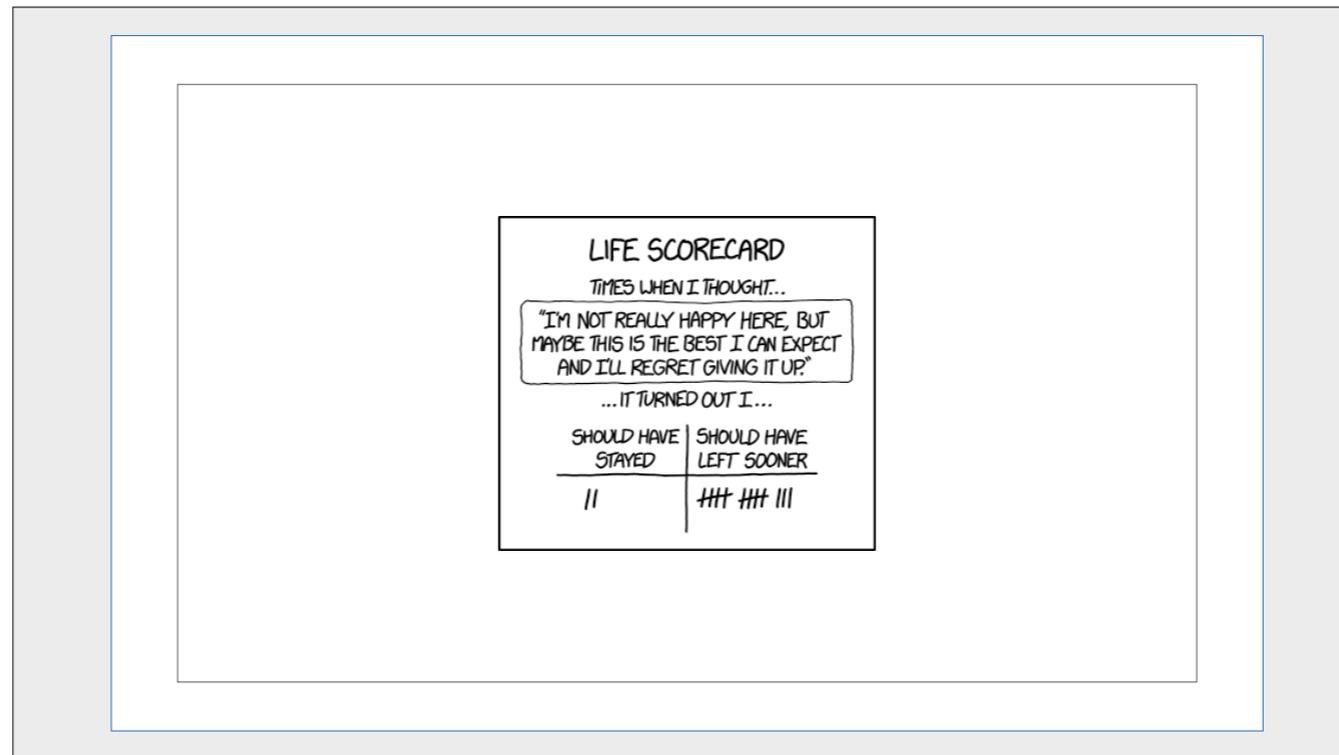
Once you agree with yourself, it's
time to get to work

- JASON » Getting to the choice is not easy because there are many factors to consider: your spouse or partner, family, location, quality of work, potential failure
- ROBERT => There has to be a change. You've decided.

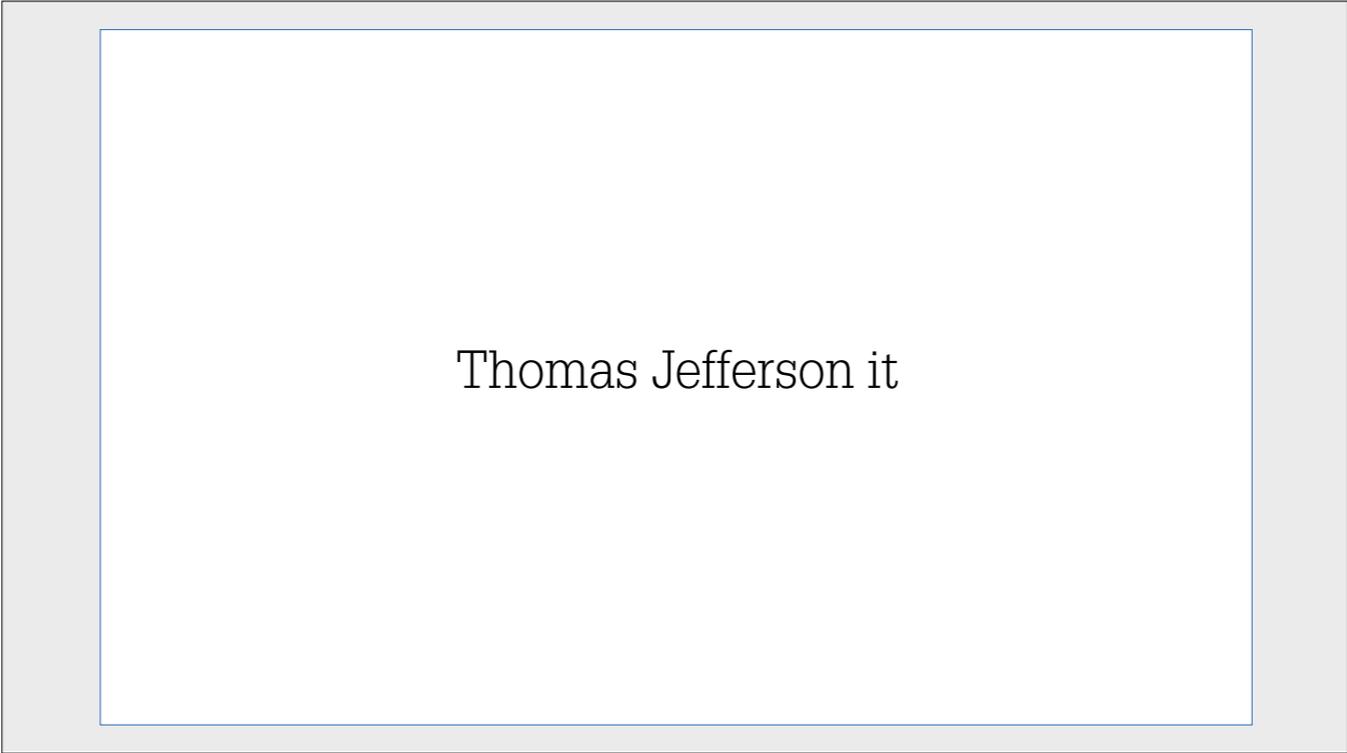


The company will not change. You need to.

- ROBERT (all)=>
- We've found this to be true.
- Perhaps it doesn't mean you need to leave, but it usually does.



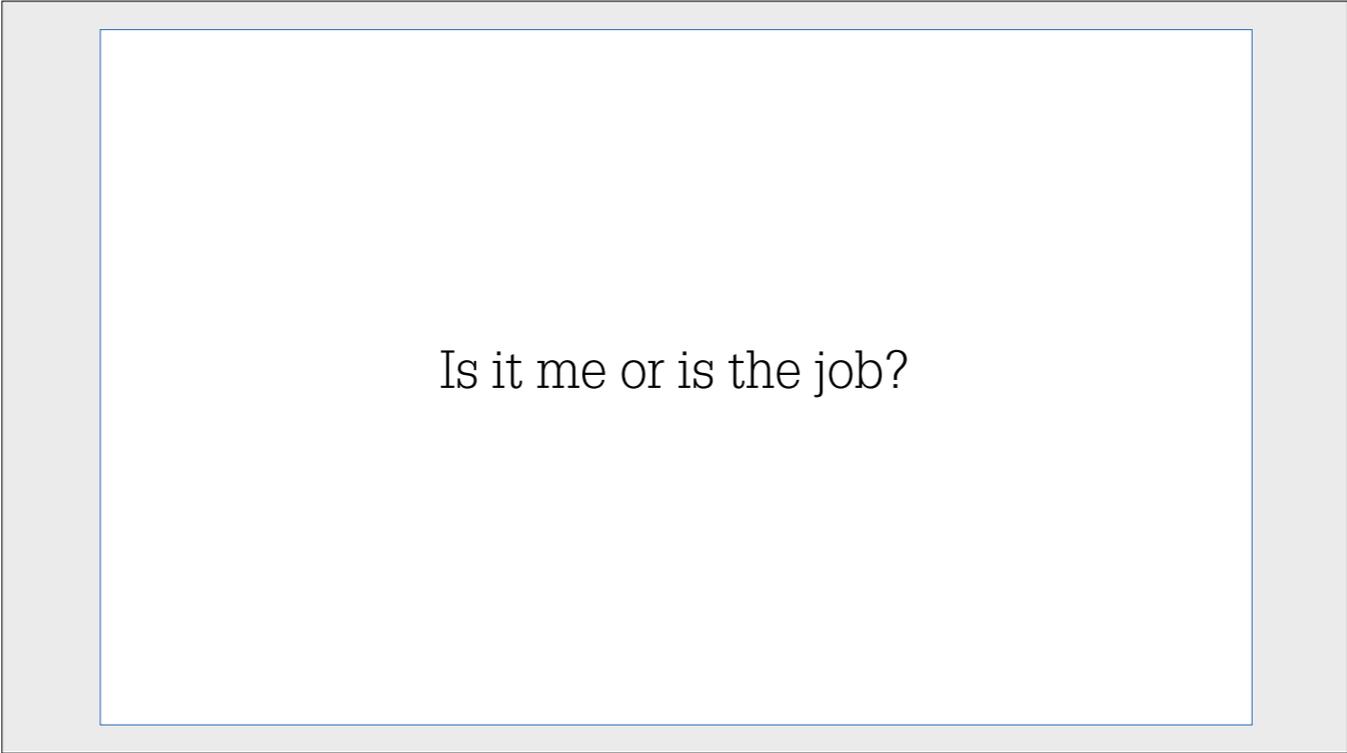
- ROBERT => There is always an XKCD



Thomas Jefferson it

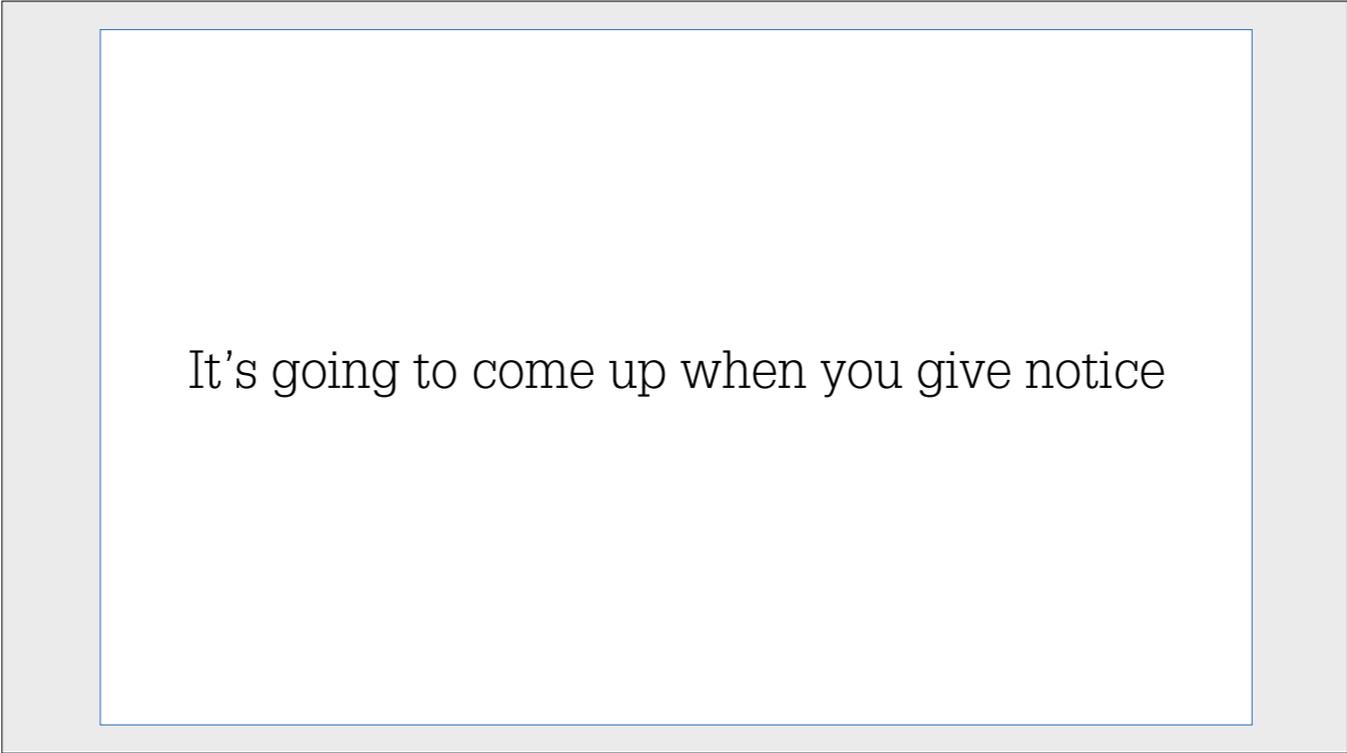
- ROBERT => (all)
- Make a list, a declaration of your intent
- Feelings, opinions, thoughts about why you want to leave
- Put on paper what you would like to be doing (and keep in mind that it might change as you look)
- The point is to have something to talk about

JASON » OmniOutliner tag?



Is it me or is the job?

- JASON » If you need a starting point, begin with this question

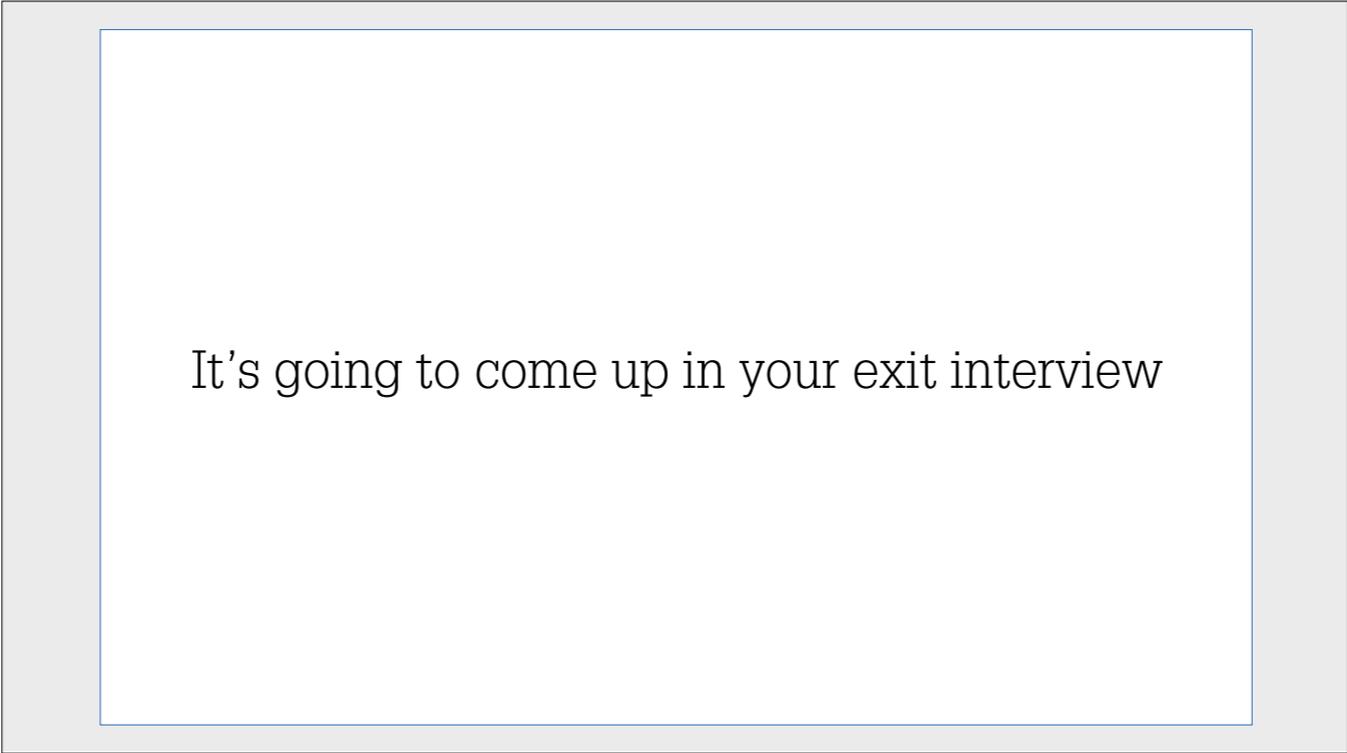


It's going to come up when you give notice

- ROBERT => There's a good chance this will be a complete surprise to your bosses
- ROBERT => They are likely going to ask you to reconsider. Have reasons as to why you don't want to
- JASON » Playboy exit and sore throat story

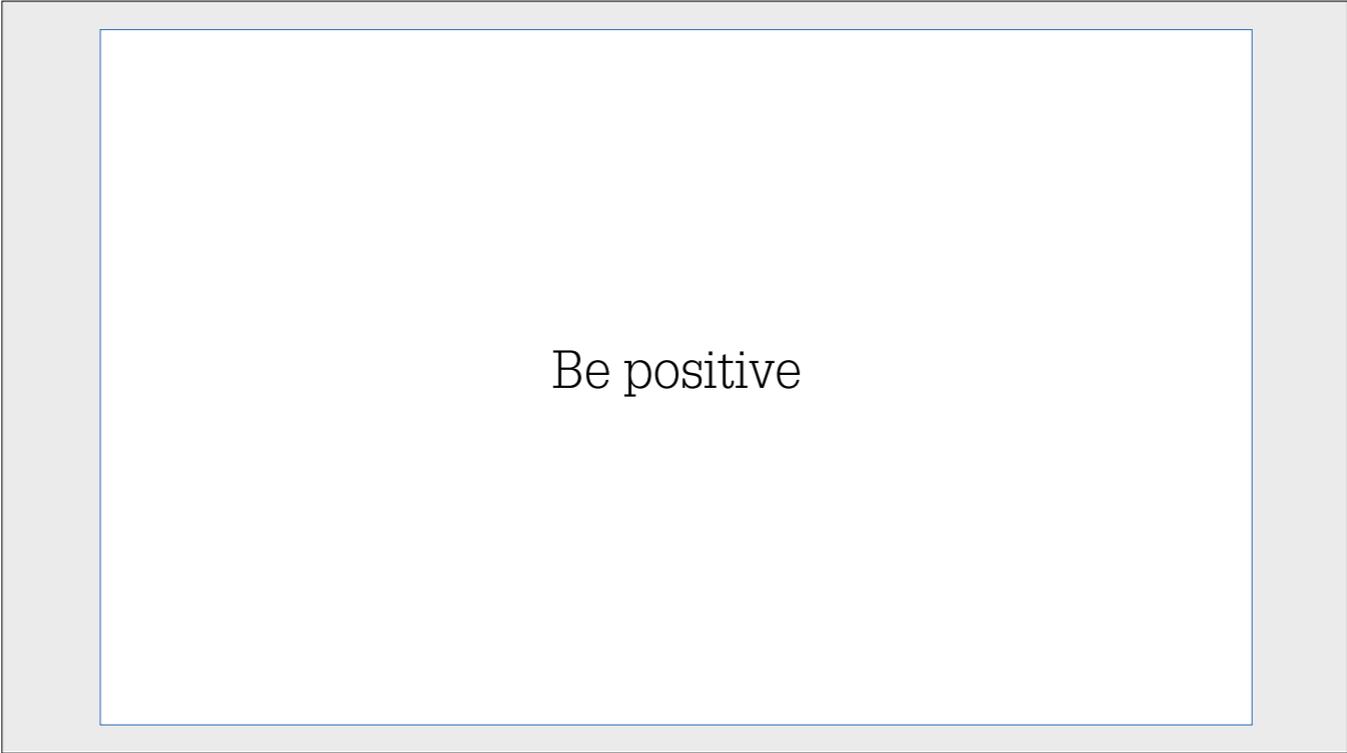
It's going to come up in job interviews

- ROBERT => (all)
- Prospective employers are going to want to know why you are jumping ship
- Need to formulate some positive wording as to why.
- "They are insufferable jerks" is likely not the best lead off



It's going to come up in your exit interview

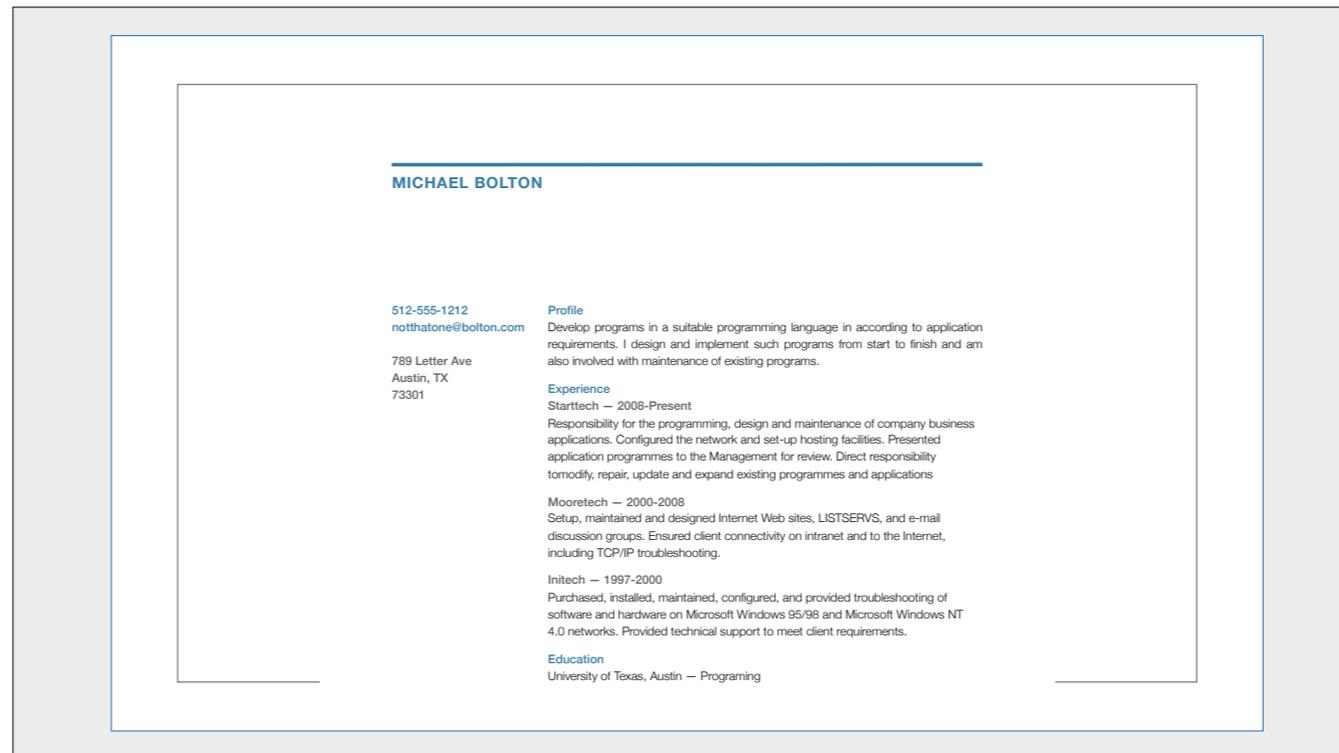
- JASON » (all)
- Still don't know how much consideration HR departments give to what's said, but they are going to want details
- Perhaps here is why you can go into why they are insufferable jerks, perhaps save your soon-to-be-ex coworkers some strife



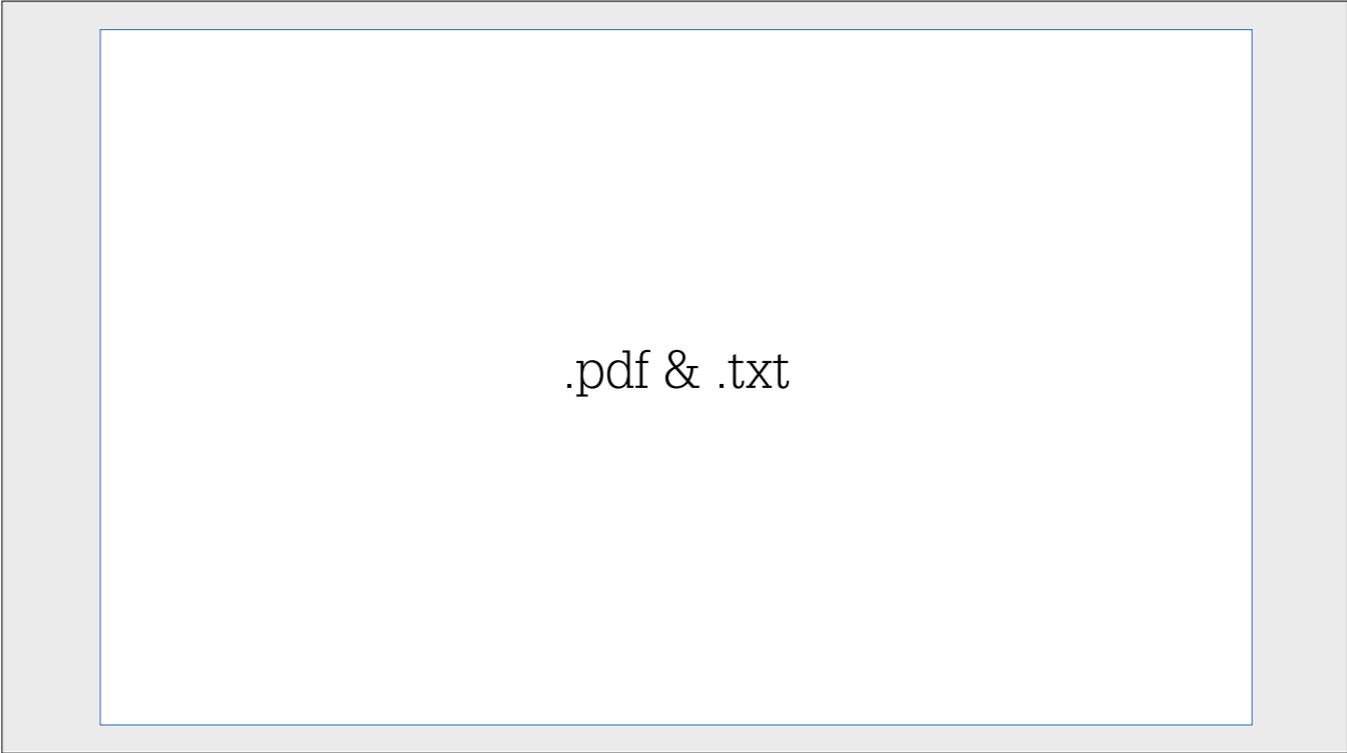
Be positive

- JASON » You're going to use these reasons to hopefully get a new job. Employers are ideally looking for someone who will fit well on the team. Cranky != teamwork

- ROBERT => Story



- JASON » Time to update your resume – Ideally you have kept it updated as you’ve been working
- JASON » Good rule of thumb: Six months into a new job, update your resume. Things occur. Be ready
- ROBERT => Some companies might require it for performance reviews
- ROBERT => As you complete big projects or tasks, put notes about it someplace. Can use these notes to build out your resume.
- JASON » Keep it to two pages/one page front and back. You don’t have to list every job you’ve had

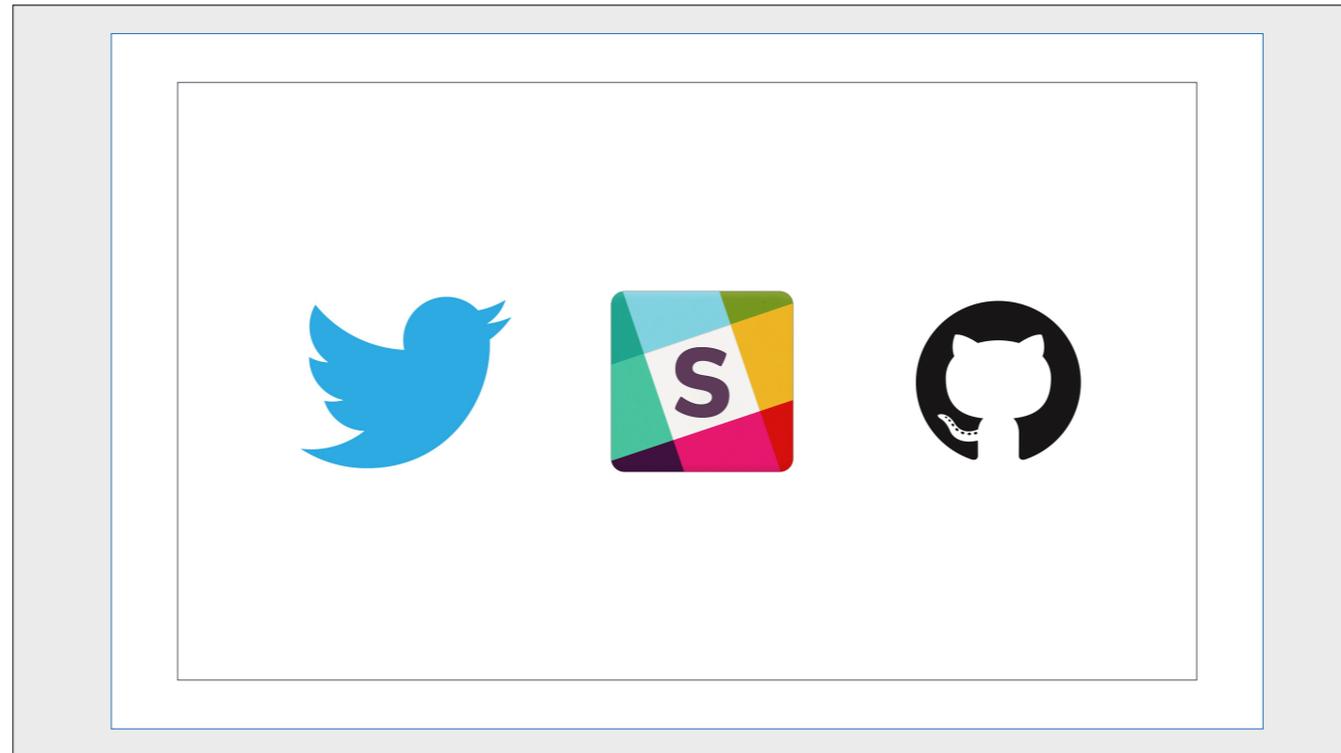


.pdf & .txt

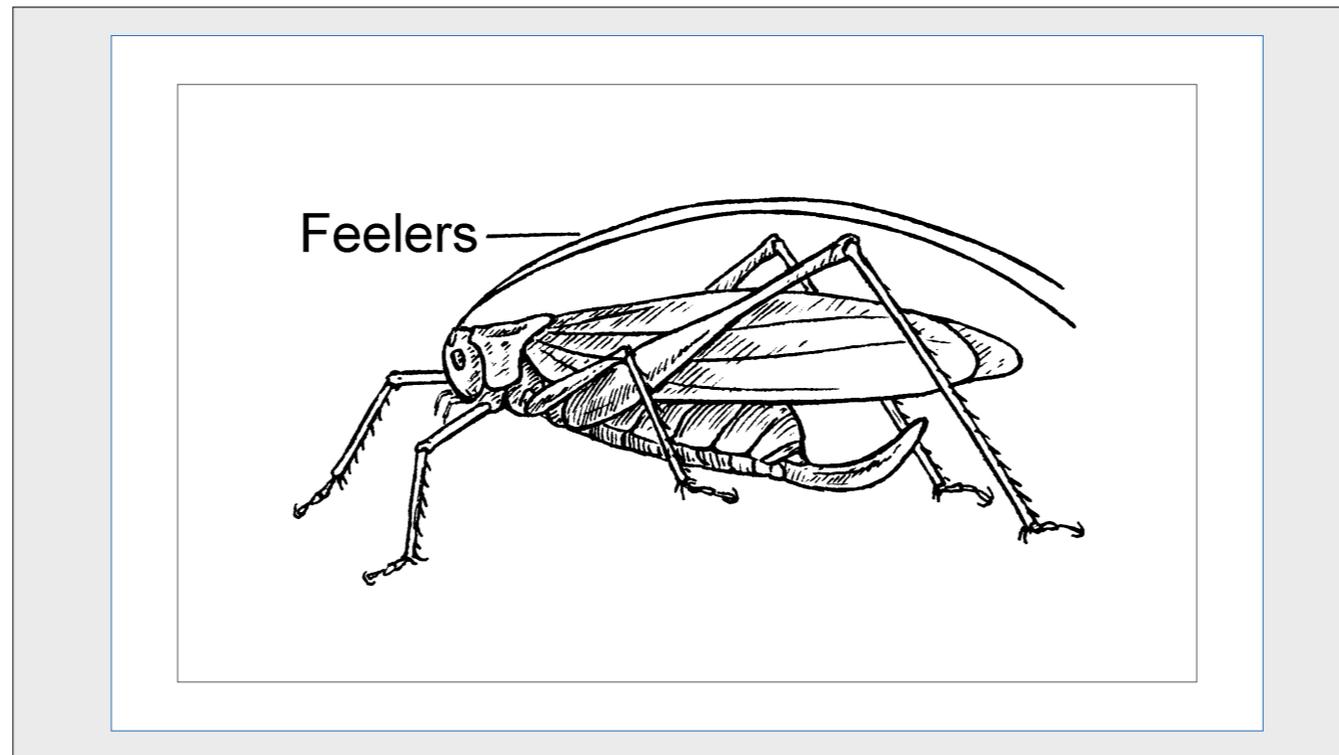
- JASON » (all)
- Put a PDF version someplace public you can link to (Dropbox, G Drive, own site). Make it easy to give to someone if they ask you for it.
- Pro tip: Make a plain text version of your resume. Job site text scrapers are generally awful, so make it easier on yourself to copy and paste

LinkedIn: SSO for Applications

- ROBERT => (all)
- Even if you want to avoid all of the networking aspects of LinkedIn (and the potential for lots of email), create a profile
- Many job sites allow you to one-click submit your application by using a LinkedIn profile

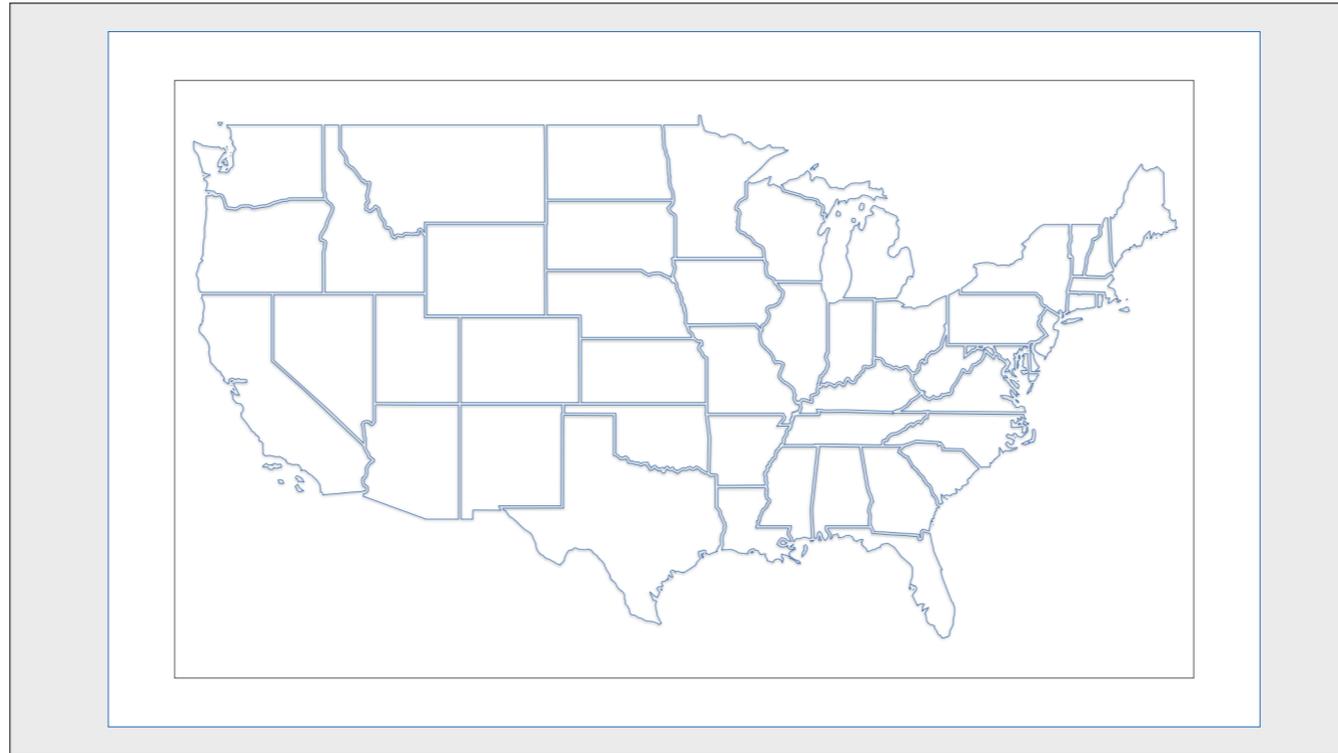


- JASON » Potential Employers are going to Google you
- JASON » Examine how you are publicly presenting yourself. Twitter, Slack, Github
- ROBERT => Lockdown your Facebook

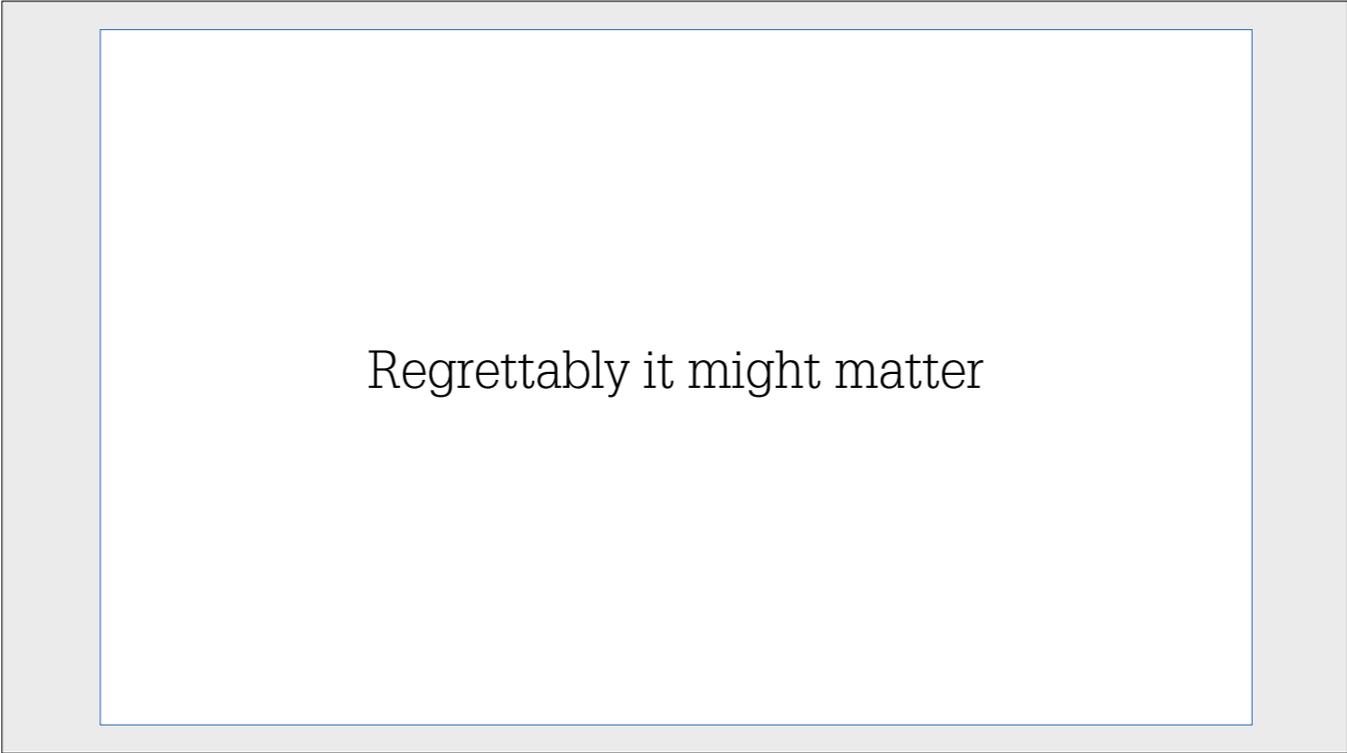


- JASON » Let trusted coworkers, friends and acquaintances know you are looking
- JASON » It might not lead to anything, but it just might
- ROBERT => Rich Trouton and NIH

Getting the Job



- ROBERT => (all)
- We can really only speak with any authority on the US job market
- Most of this information is hopefully applicable in UK, France, Australia, Japan and elsewhere, but local practices might impact certain aspects of our advice



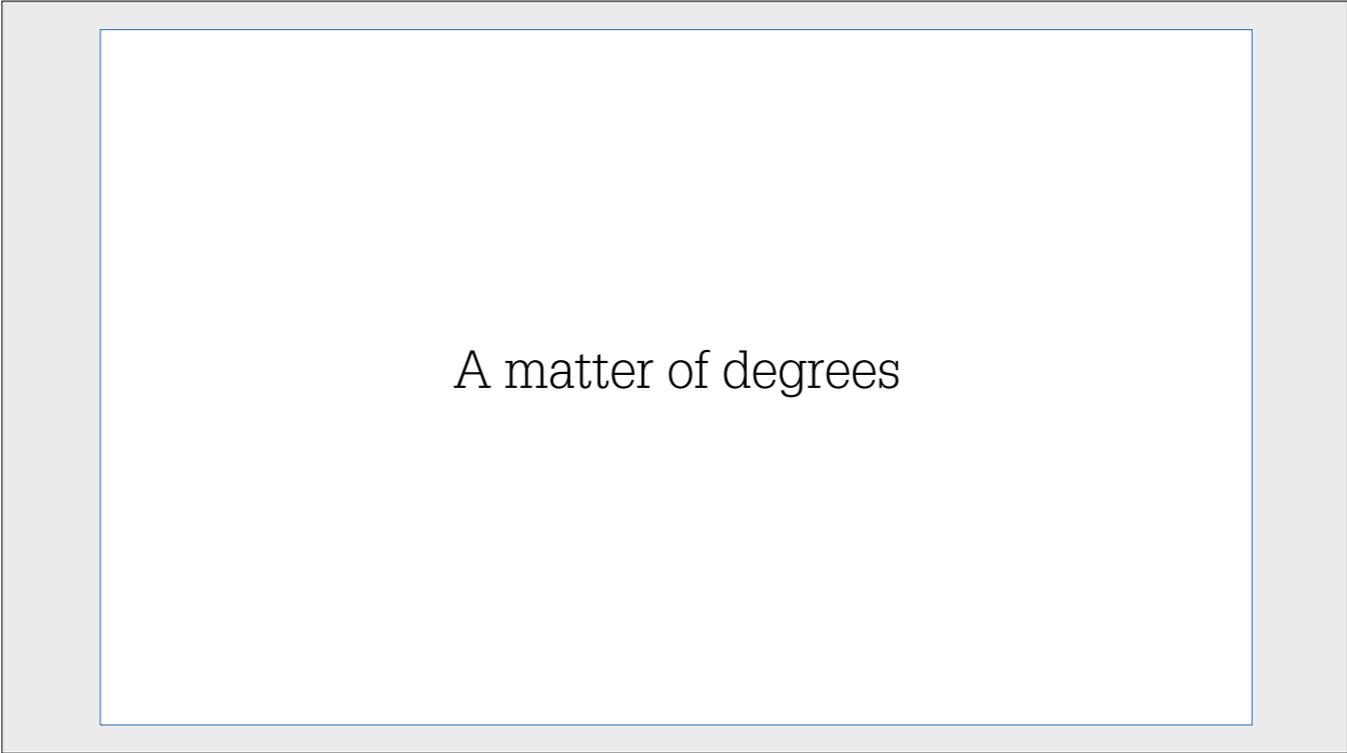
Regrettably it might matter

- JASON » (all)
- Are you a woman?
- Not a white guy?
- Older than 50?
- Factors beyond your control might impact your job search



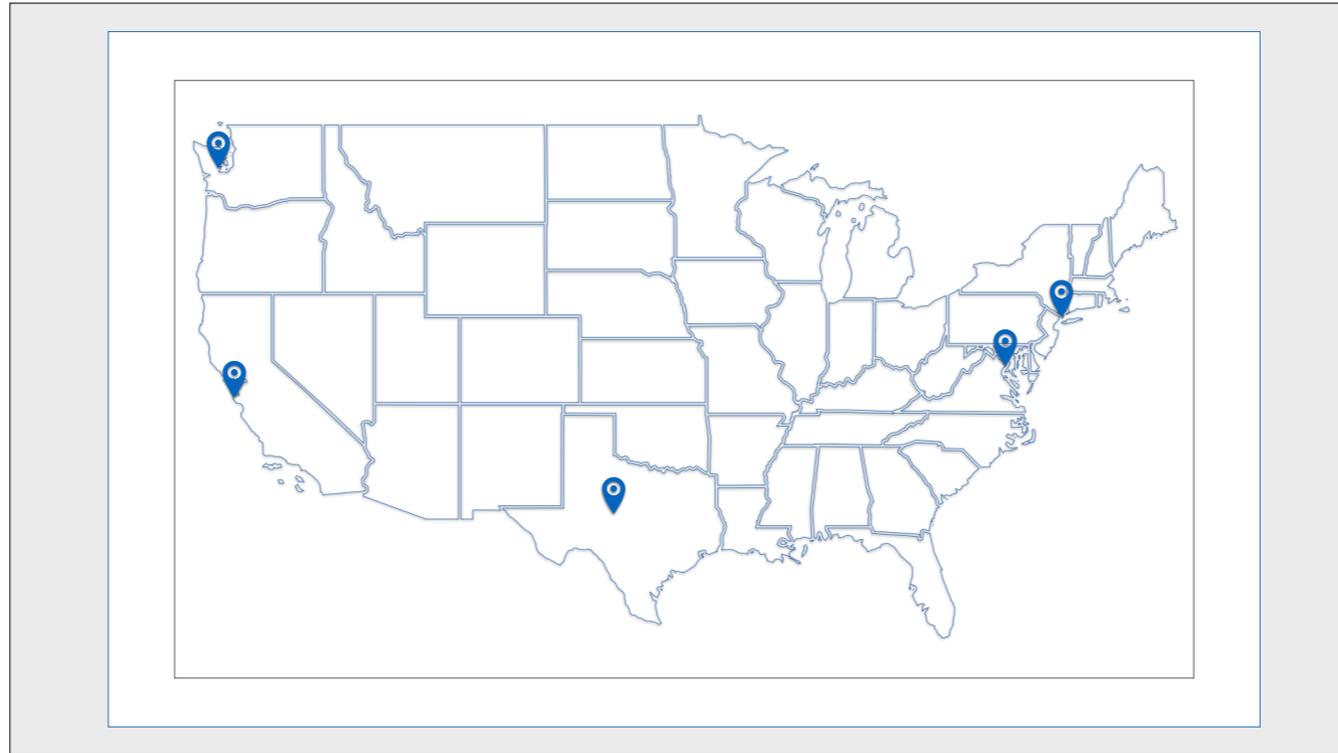
... as it has been for two over 40 white guys.

- JASON » (all)
- Our privilege and personal experiences have colored our findings, but hopefully this advice is applicable for all.



A matter of degrees

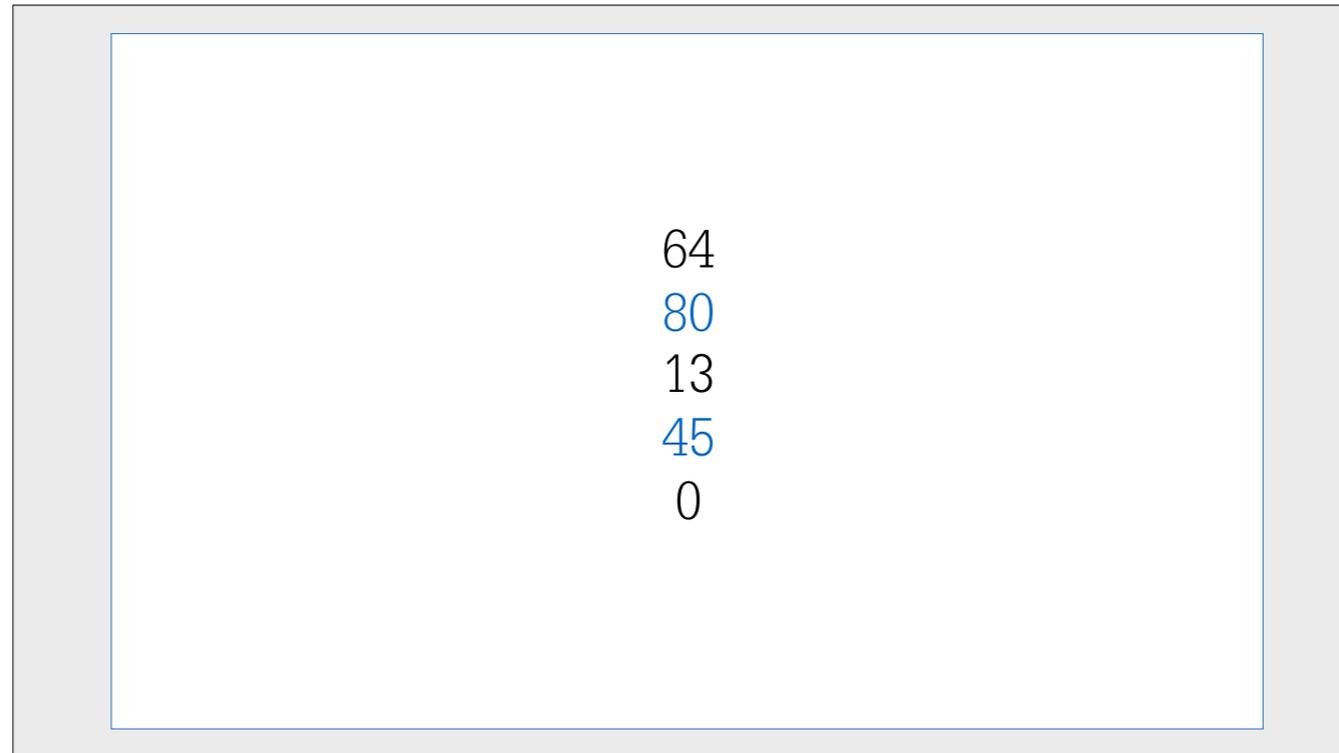
- ROBERT => Many job listings list a degree as required, but experience might help you make the difference.
- ROBERT => Regardless of your status, submit. Some organizations are more strict about it than others
- JASON » What good does a cinematography degree do in IT?
- ROBERT => Or not finishing your degree because you started working two jobs?



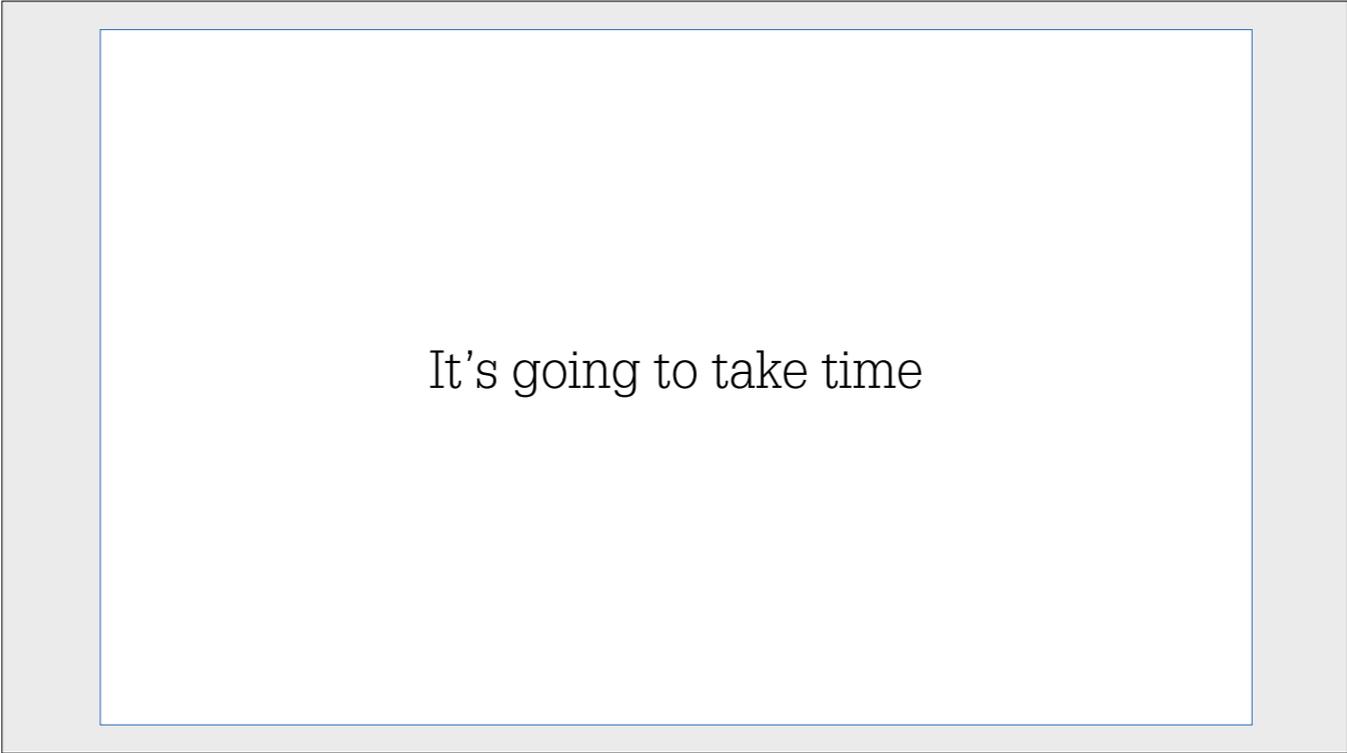
- JASON » (all)
- You are likely at this conference because you specialized in supporting Apple systems
- The industries and organizations that need Apple support tend to be clustered
- Much of what we are discussing applies to IT in general, but Apple admins do have some specific considerations

“Will work remotely for Bay Area money”

- ROBERT => How many people have said something like this?
- ROBERT => SF is likely the largest Apple market, then NY and DC. You see this in the job listings
- JASON » 2010 Experian report in links



- JASON » Where you live might impede your ability to easily switch jobs just because the number of available positions varies
- JASON » Other factors aside, location can impact us all
- JASON » Personally the Bay area will not work for me and his family, so I mostly don't even try
- ROBERT => moved across the country after his family circumstances changed

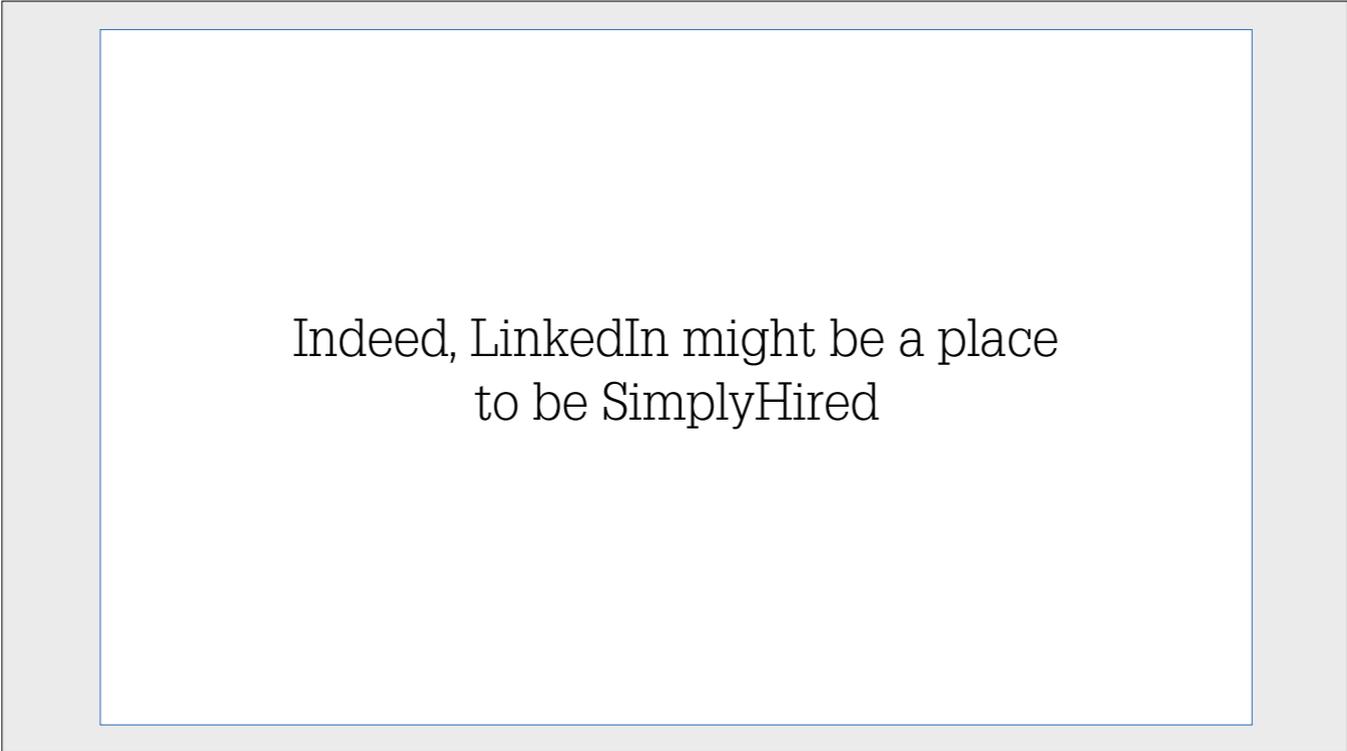


It's going to take time

- ROBERT => In our experience, finding new job is usually a marathon and not a sprint
- ROBERT => You will spend time looking for worthwhile places to apply to
- JASON » You will spend time researching companies and types of positions (what's a CPE?)
- JASON » You will spend time interviewing

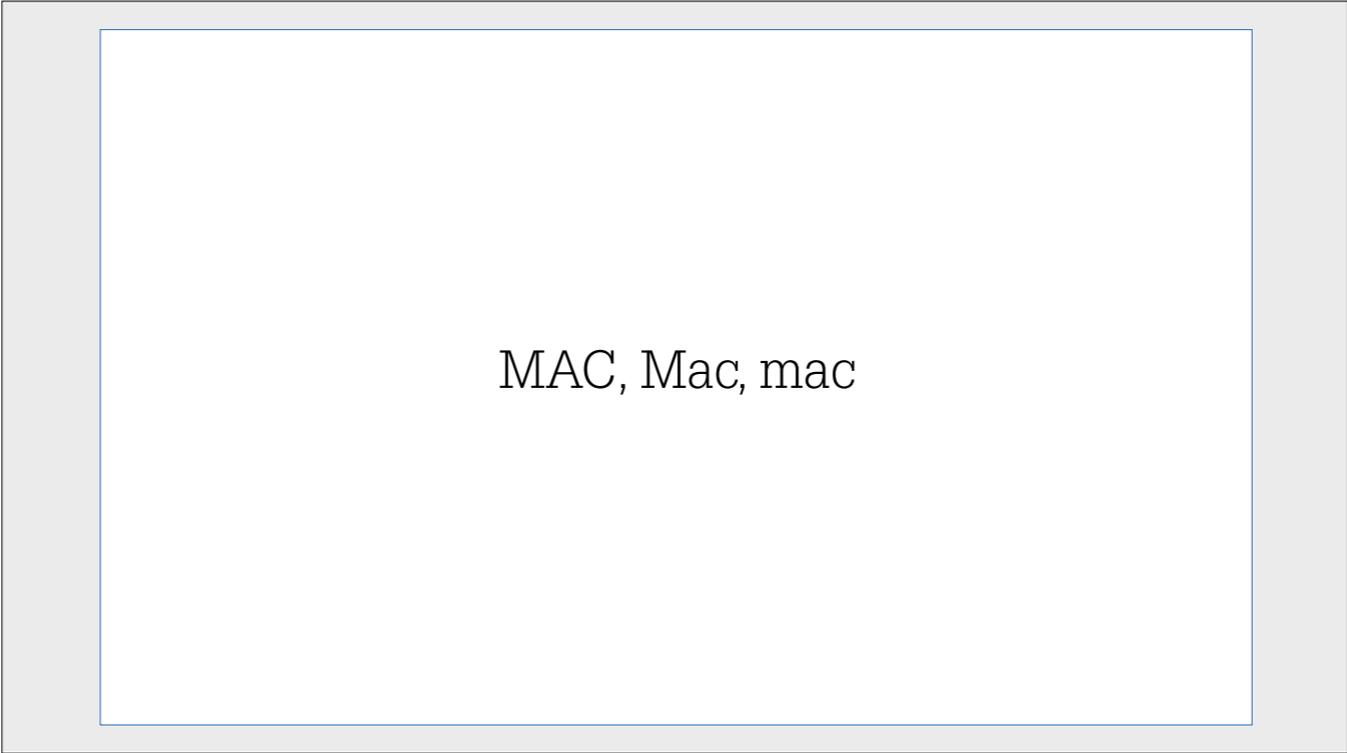
Who, What, Where, How

ROBERT



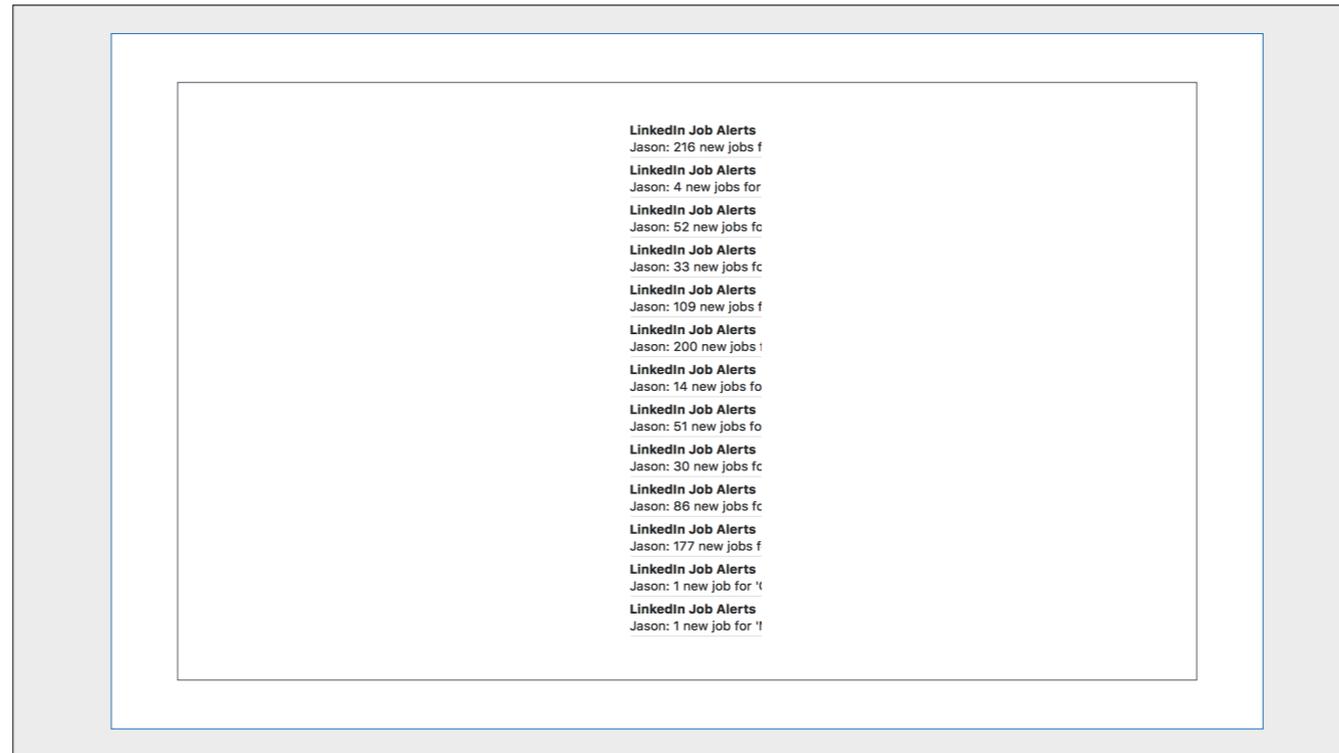
Indeed, LinkedIn might be a place
to be SimplyHired

- JASON » (all)
- Don't want to recommend one job listing site over another because circumstances change
- What would have been recommended last year or two years ago might not be recommended today
- General recommendations of what to do with these sites...



MAC, Mac, mac

- ROBERT => (all)
- “Apple” as a search term is a bit too broad, so think about specifics
- Casper, Munki, MDM, one-to-one



- ROBERT => (all)
- Regardless of which job listing site you are using, make use of their automated alerts
- Let the computers work for you

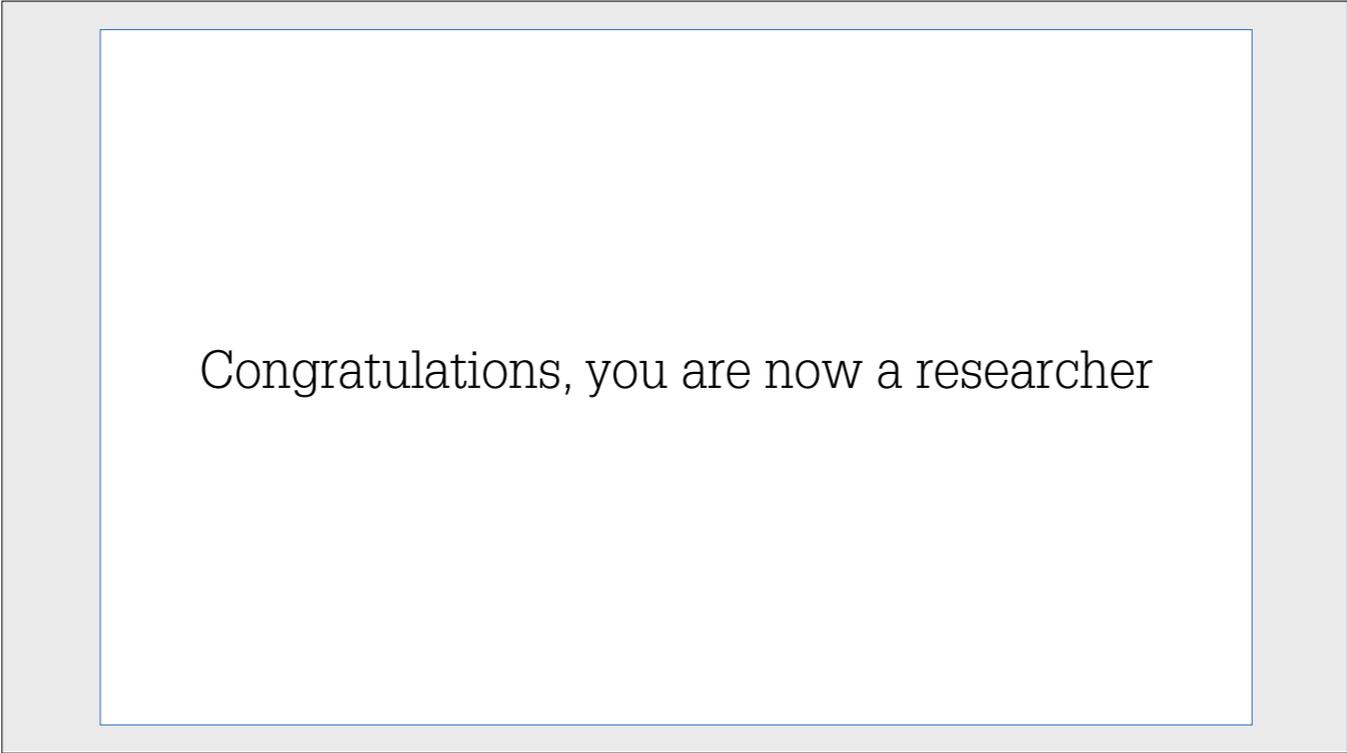
niche |niCHnēSH|

adjective

denoting or relating to products, services, or interests that appeal to a small, specialized section of the population:

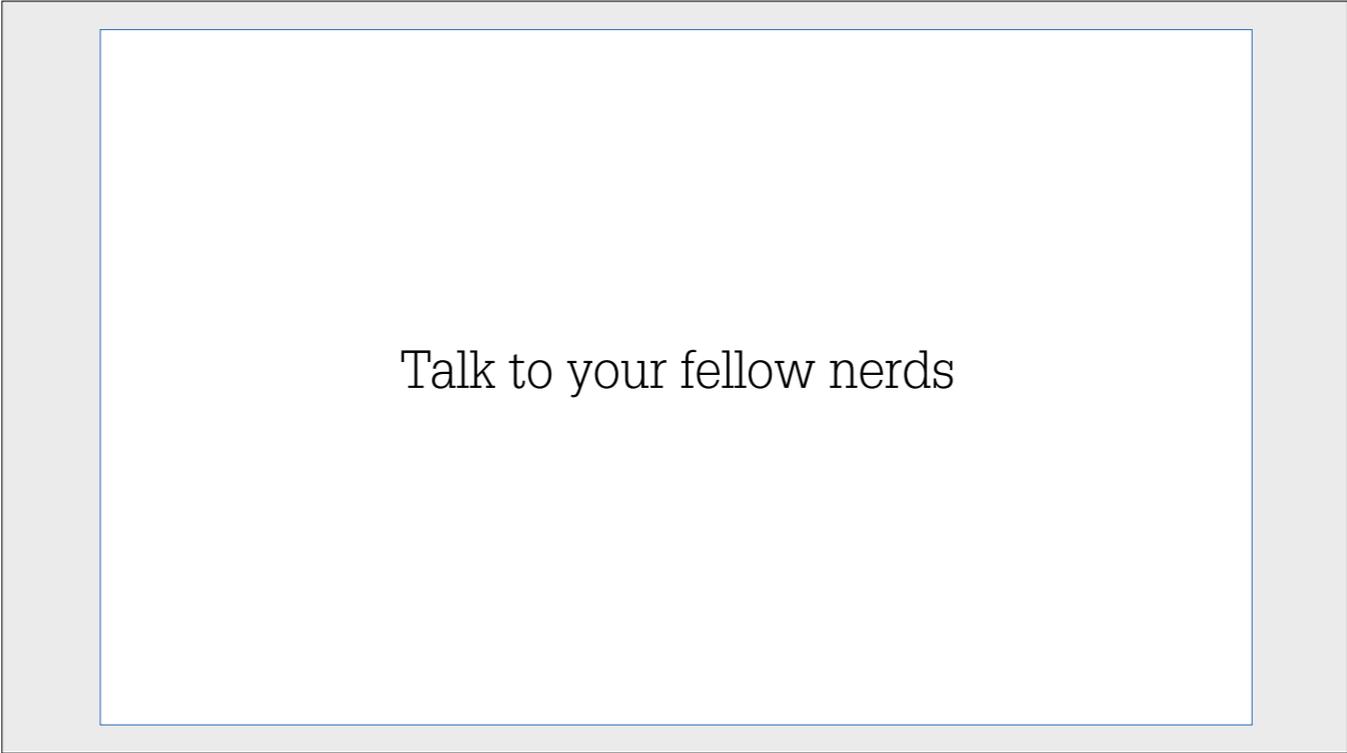
other companies in this space had to adapt to being niche players | a niche show that ran on late-night television | the video game industry is no longer niche.

- JASON » (all)
- Search out jobs boards for a particular vertical, e.g.
- Higher Ed Jobs Board, ad agency boards,
- government sites
- Jamf job board
- #jobs-board



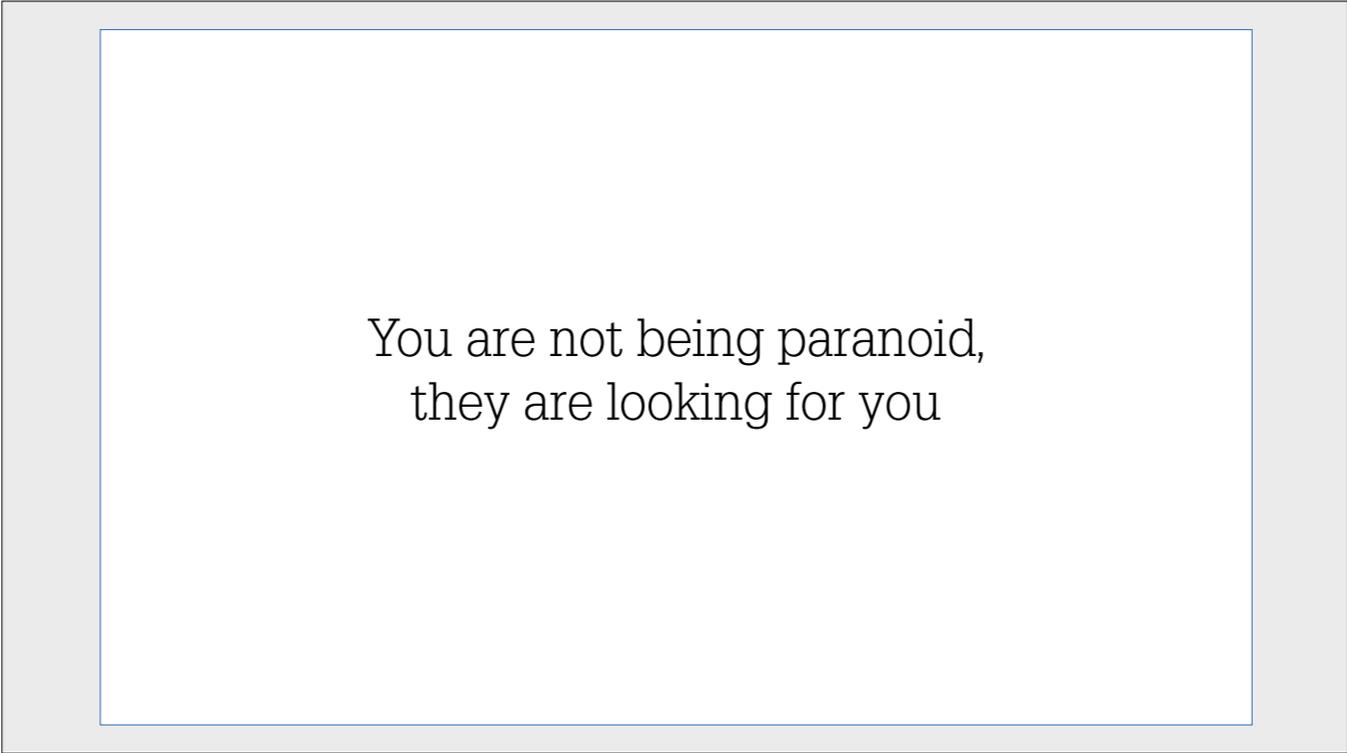
Congratulations, you are now a researcher

- JASON » Start ups can be big Apple places. What are the start ups in your area?
- JASON » What's the major industries and businesses in your area? Are there specialized sites?
- ROBERT => If you can relocate, start researching that city's industries
- ROBERT => You an affinity for a particular company – are they hiring? What companies are like them?
- JASON » Develop a list of companies for which you might (e.g. Apple jobs board) like to work. Make a habit of checking their listings weekly, bi-weekly



Talk to your fellow nerds

- ROBERT => (all)
- Are there meetups in your town? Do you go? Get out and meet people
- If you are lucky enough to be at a conference like this, talk to people. Opportunities come up. Don't be afraid to approach the Rich Trouton's and Mike Lynn's of the world.
- Talk to people in #jobs-chat



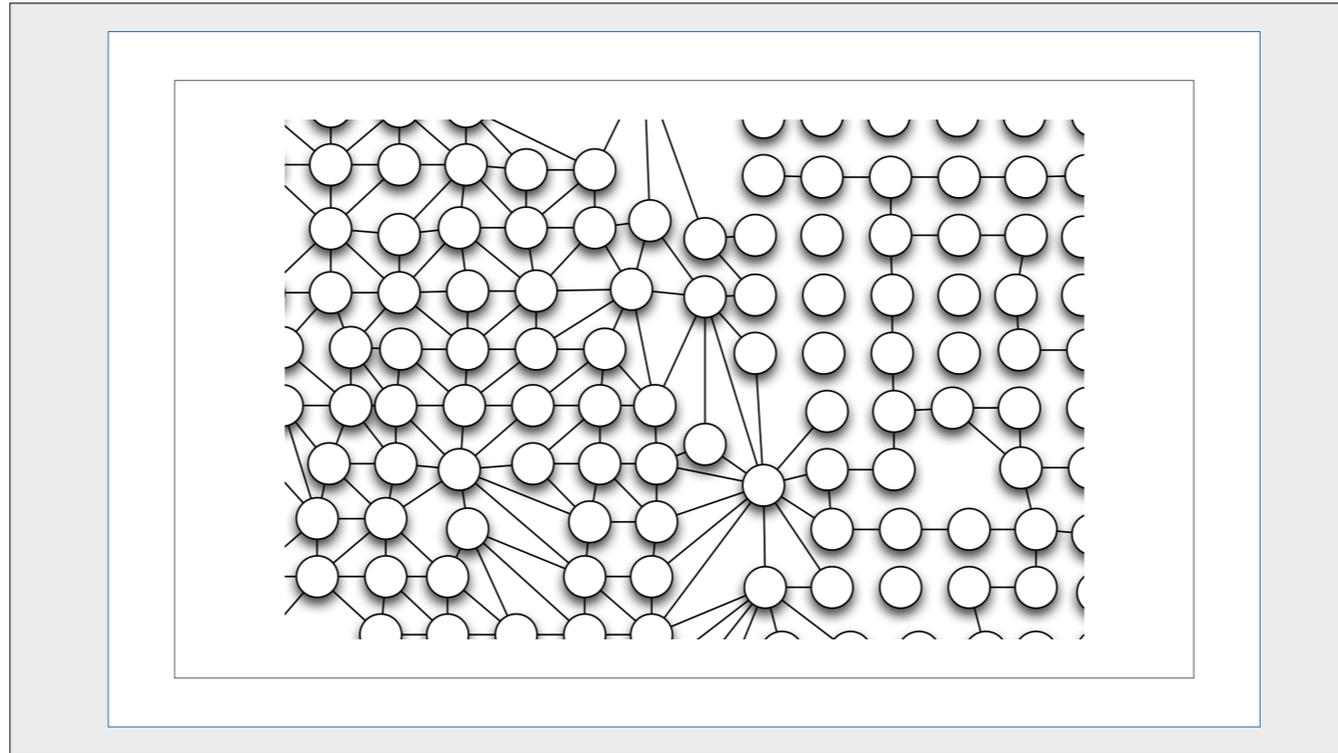
You are not being paranoid,
they are looking for you

- JASON » (all)
- Respond to head hunter emails and calls
- LinkedIn “Let Recruiters know I’m looking” under Profile > Privacy settings



Get out there

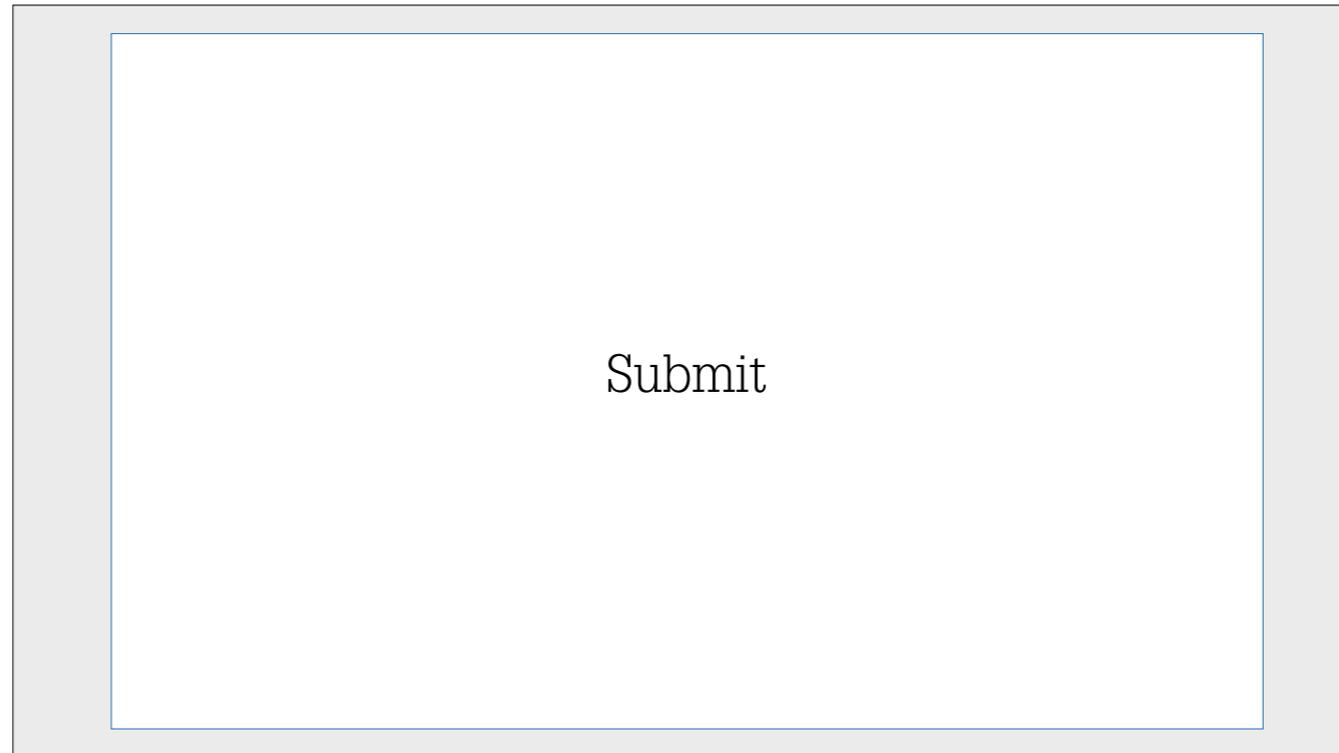
- ROBERT => (all)
- If you can, get involved in the community
- Contribute to meetups
- Is there a project you can work on
- Speak at a conference



- JASON » (all)
- Perhaps it is not your company you have faults with, but where you are at *within* the company
- Depending on the size of your organization, an internal move might be an option

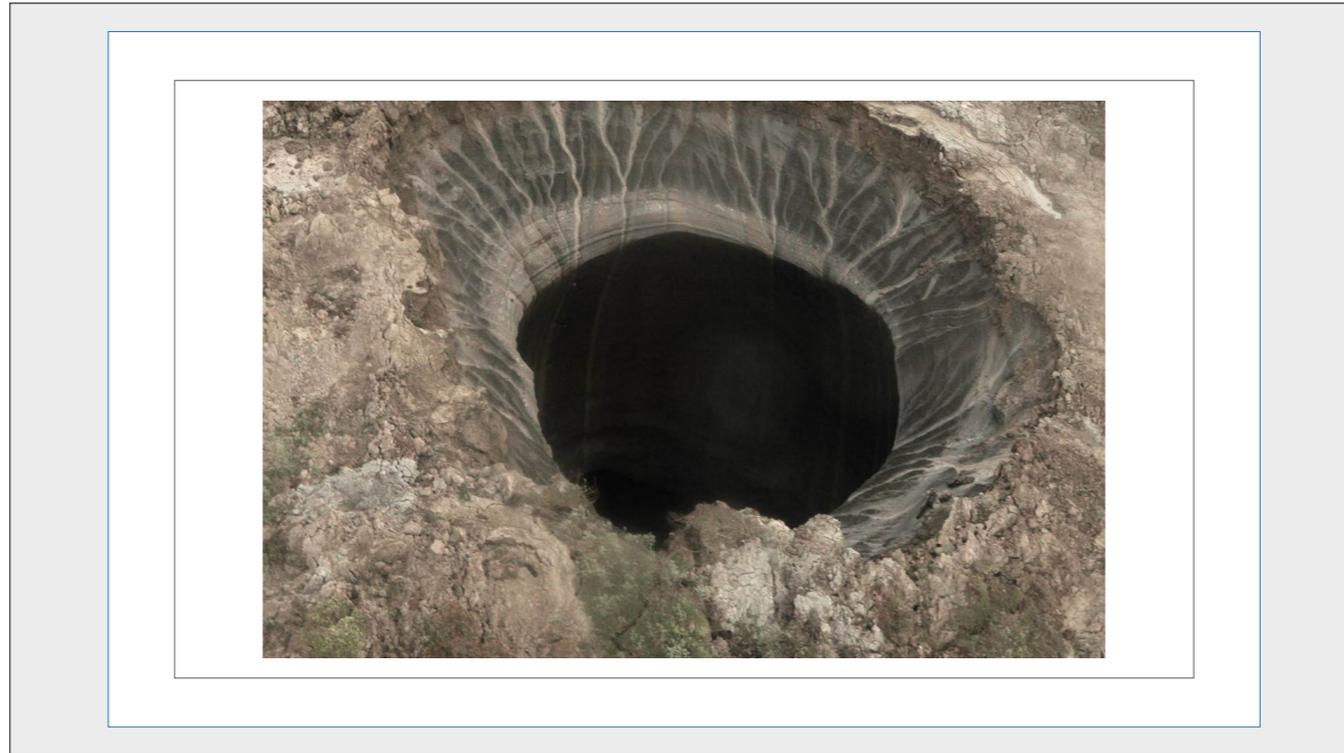


- JASON » When you find interesting leads, become an investigator
- ROBERT => Glassdoor reviews
- ROBERT => #jobs-chat and private messages
- JASON » Web searches like “XXX is a horrible place to work” or Best Places to Work lists



- ROBERT => As you apply, keep a list of where, for what and when you applied.
- JASON » Save a copy of the job description for future reference as websites can change. Take note of job ID numbers
- ROBERT => If there is an avenue for you to follow up through (the occasional company offers it), keep track of when you last followed up on your list

The Hiring Process



- ROBERT => In our experience, we do not have internal information about how companies decide to respond to your application submissions and act on them
- ROBERT => The hiring process is a black hole of mystery
- JASON » We do have some personal numbers based on job hunts in 2015 and 2016, which can hopefully provide you some context for your searches

Number of positions applied for

2015: 22

2016: 25

- JASON » Number of positions applied for

Number of applications that never
received a response of any kind

2015: 10

2016: 14

- JASON » Number of applications with no response

Number of positions for which told
not a match for the job

2015: 2

2016: 3

- JASON » Number of positions I wasn't a match for

Number of applications that resulted
in a single phone interview before
being dropped

2015: 2

2016: 4

- JASON »
- Times I was dropped after a single interview
- In all but one, salary requirement was the gotcha

Number of submissions that resulted
in two or more interviews

2015: 4

2016: 4

- JASON » And when I had two or more interviews

Total number of interviews required
to get what became the new job

2015: 5

2016: 3

- JASON » For my last job and my current job, the total number of interviews it took me to get those jobs

- ROBERT => NIH tag

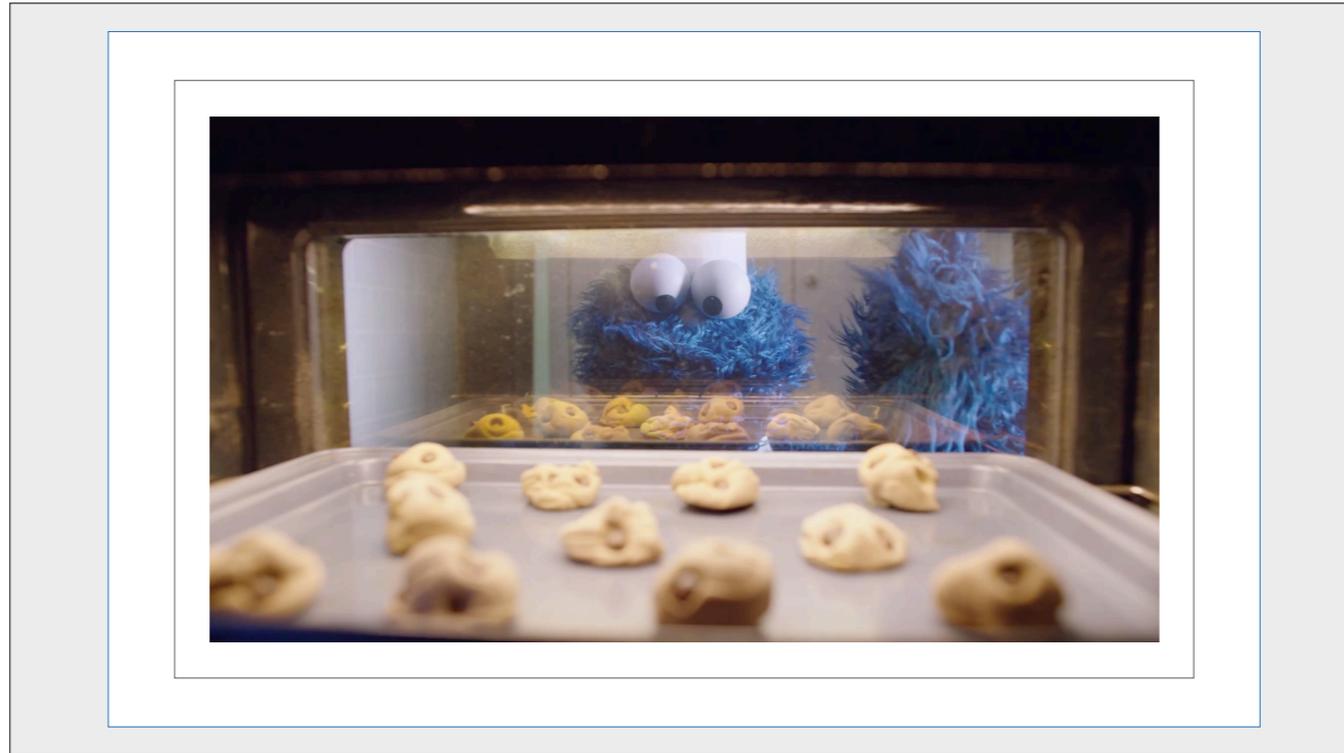
Total number of days to get new job
from date of application to offer letter

2015: 104

2016: 129

- JASON » Just how many days it took me to get those jobs

- ROBERT => Another NIH tag?



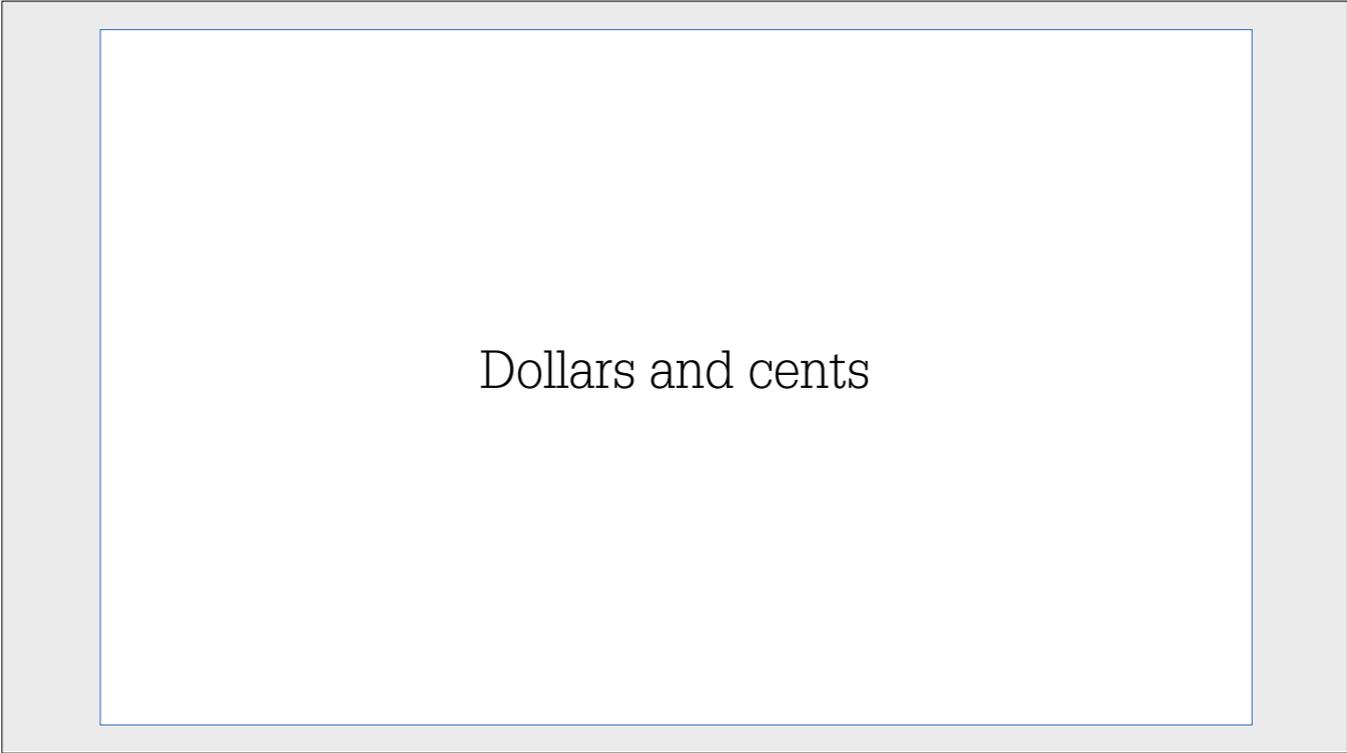
- JASON » The waiting begins

- ROBERT => Keep up the effort at your current job



3,2,1 — Contact

- JASON » Your initial interview will likely be with a recruiter
- ROBERT => Have an elevator pitch ready: a concise overview about yourself and your most recent job experience
- ROBERT => Draft some questions about the company and general expectations of the position

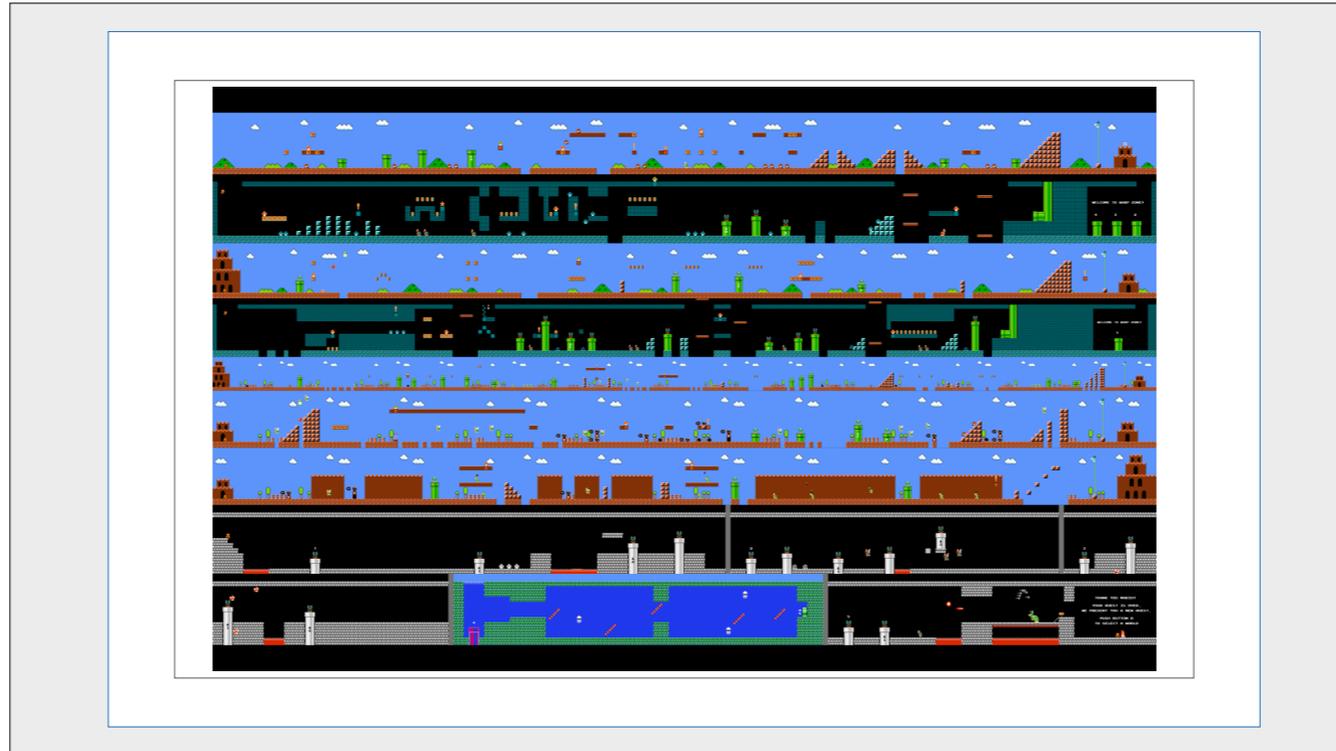


Dollars and cents

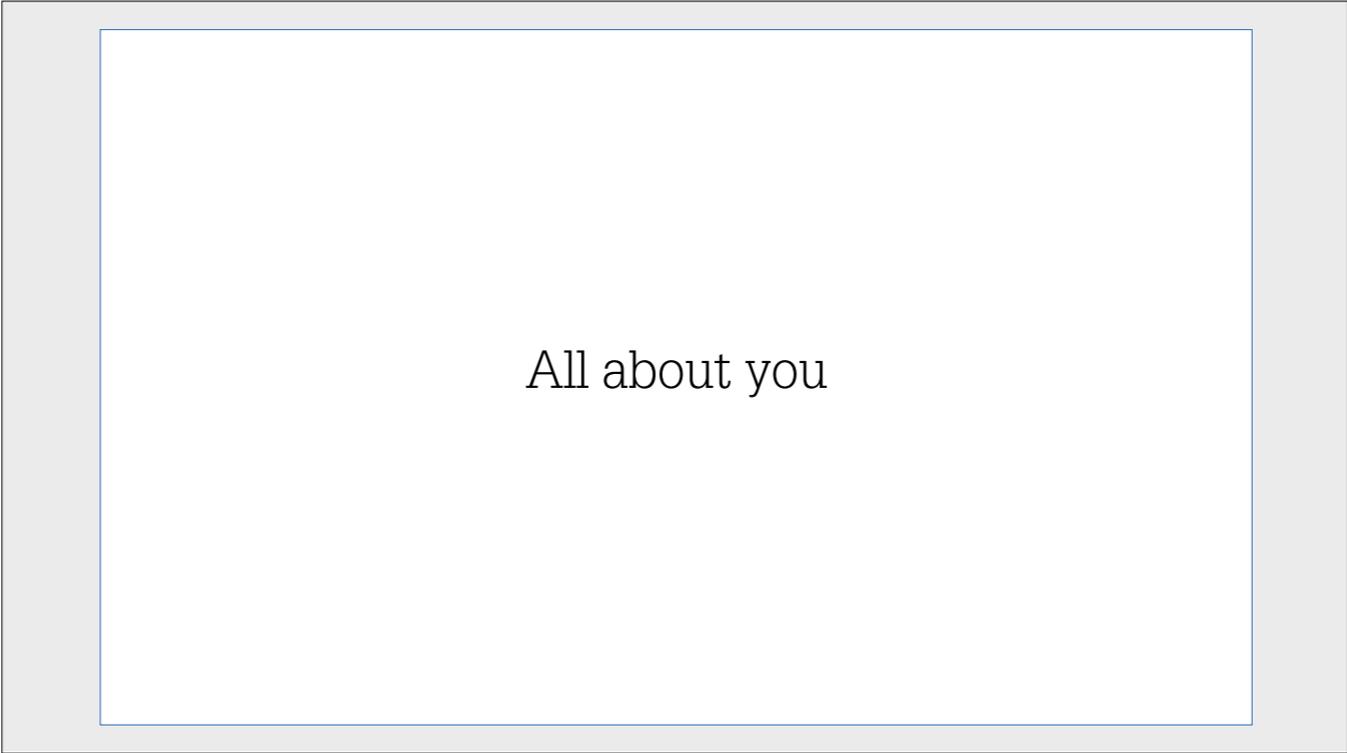
- ROBERT => Salary expectations will likely come up during this first interview
- ROBERT => If you are looking for a pay increase, have a number ready

- JASON » Consult salary surveys if you are unsure of what number you should ask for
- JASON » If you are looking to relocate, know what kind of cost of living adjustment you'll need [See Links]

- ROBERT => "I don't want to drop below my current salary, but would prefer to waiting to discuss exact numbers until I know more about what would be expected of me in this position"



- JASON » (all)
- After the first call you might not go any further in the process
- You might also have several more interviews. Each company will be different
- A common pattern across all companies for additional interviews: with hiring manager, team interview and in-person interviews



All about you

- ROBERT => (all)
- For these interviews, think critically about what you do. Think of a way to concisely describe it
- Can you come up with a way to describe your longer term job goals in one or two sentences?
- Pick a couple of projects you've done at your current job or past jobs and craft a story about them
- Review the posted job description. Based on what they say they are looking for, can you think about what questions might come up in the interview (technologies used, types of users to support). Come up with answers for those potential questions
- Write out what you want to say and review it

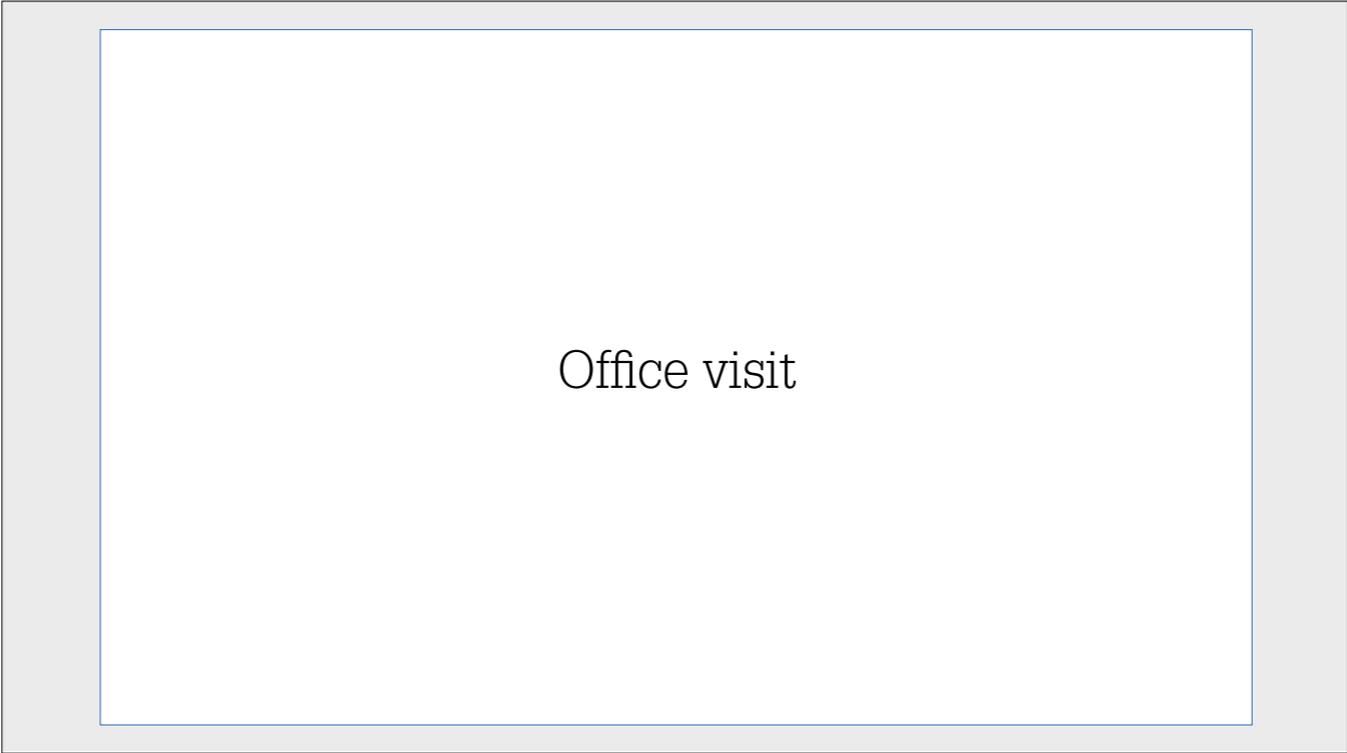


The interview goes both ways

- JASON » Think of probing questions to help you figure out what the position might be like
- ROBERT => What is turn over like? When was the last time someone was added to the team?
- ROBERT => Is there pager duty?
- ROBERT => How often will I be traveling for this position?

- JASON » How big is the team?
- JASON » What's your computer management system and how long have you been using it?
- JASON » How many machines are being managed?

- ROBERT => Is there a training budget? Conference budget?
- ROBERT => When was the last reorg?



Office visit

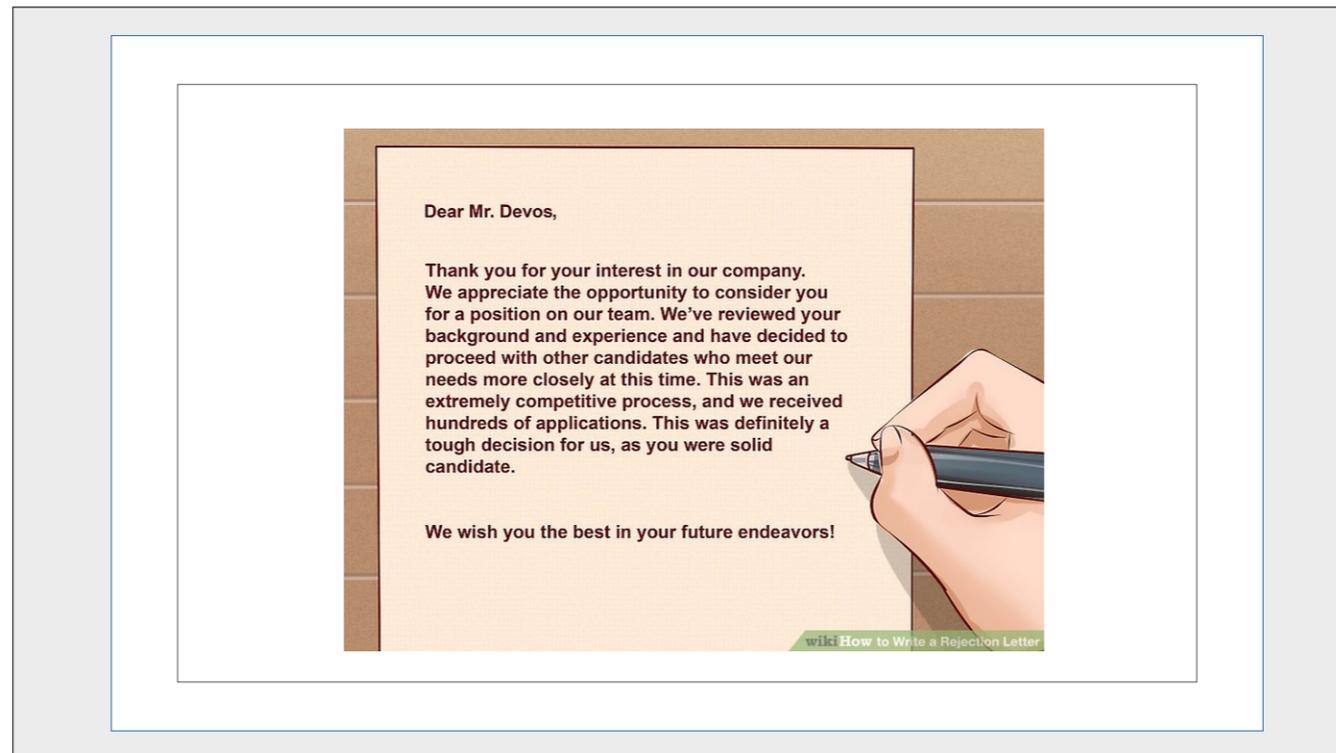
- JASON » (all)
- If/when you go into the office for interviews, pay attention to the surroundings
- Once you get past the designed facade, how are people working in the space?
- What's the mood feel like? Are people moving around? What's going on?

The Smell Test

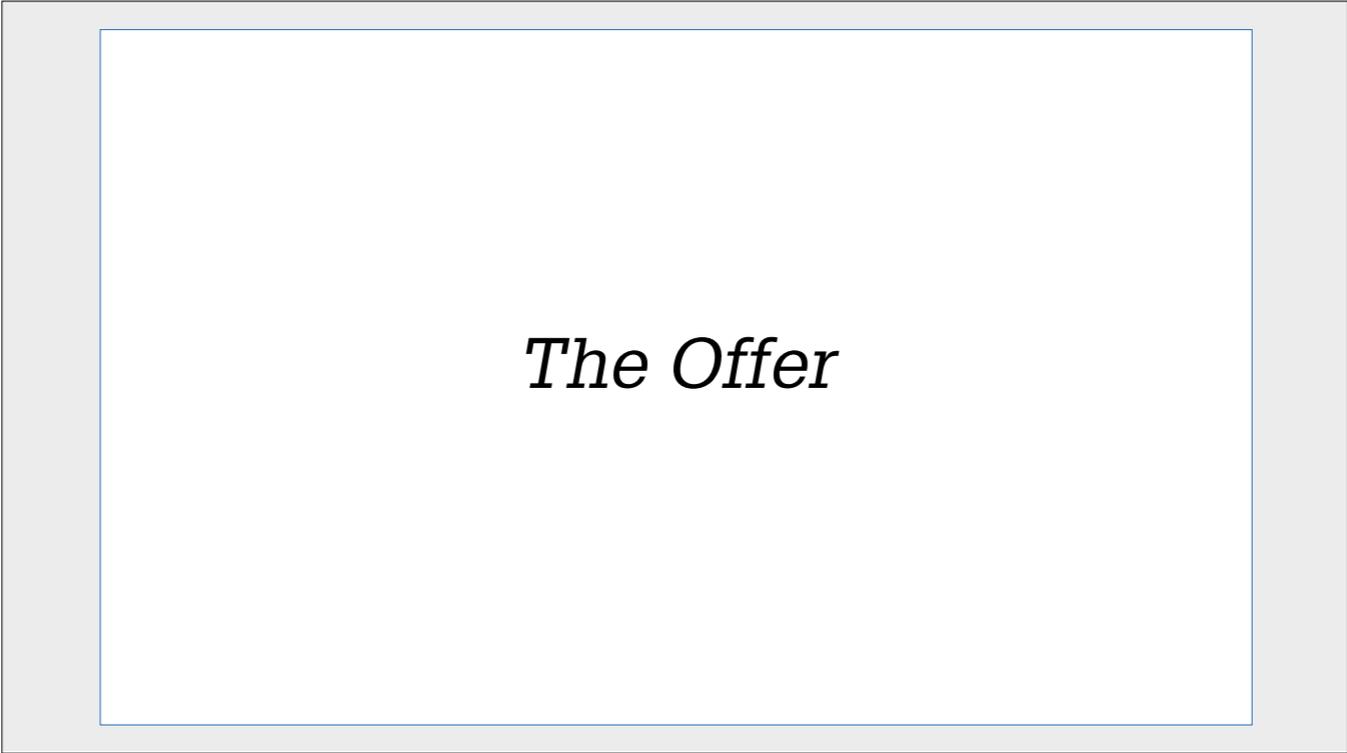
- ROBERT => (all)
- Your gut feeling matters: was there something that gave you pause during the interviews and visits
- You can decide to stop interviewing and decline further consideration
- SEC story



- JASON » The interview process can take longer than you hoped it would



- JASON » At some point you will get turned down for a job you really want. It's no fun
- ROBERT => No, we don't know what "too qualified" means either
- ROBERT => Many companies want a broad range of experience at the lowest price point, so the answer might just be "money"



The Offer

- ROBERT => You did it. They like you, they really, really like you

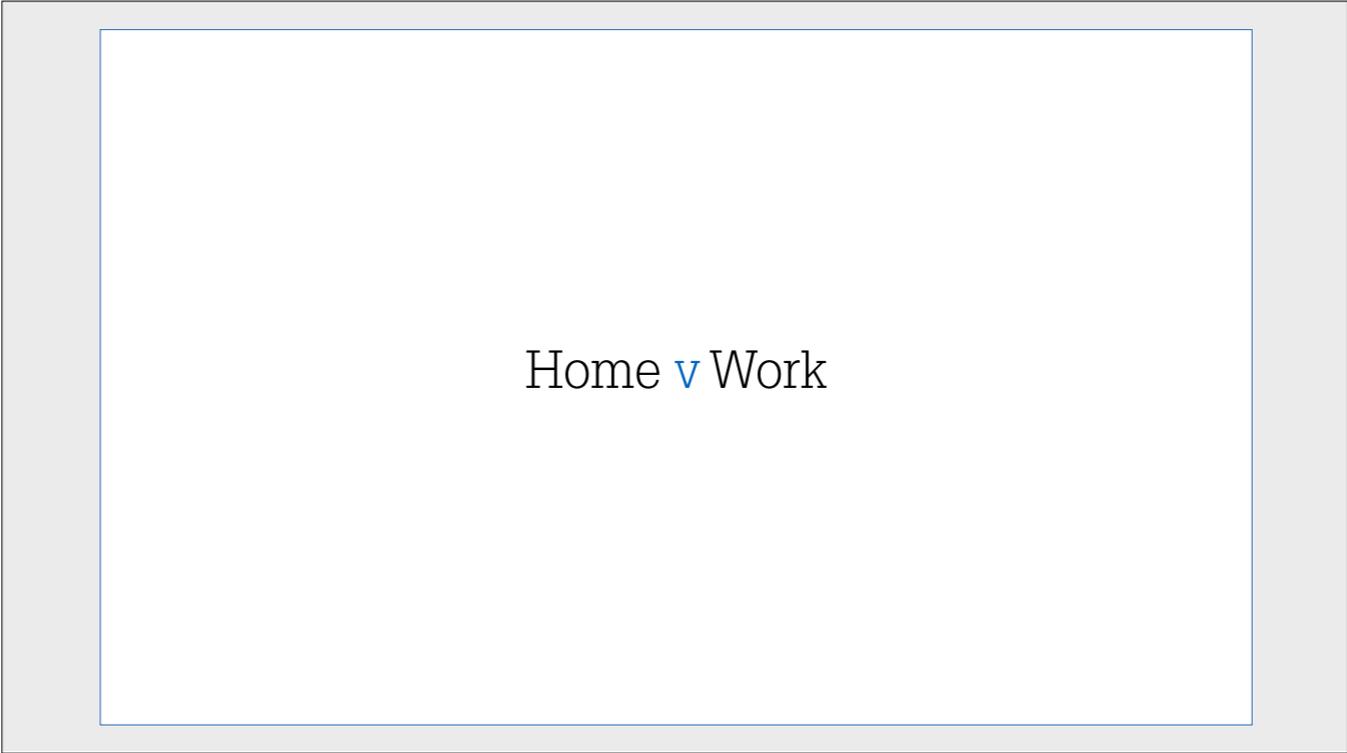


Compare **EVERYTHING**

- JASON » (all)
- When the offer comes in, examine every aspect
- Make a side-by-side comparison list if needed

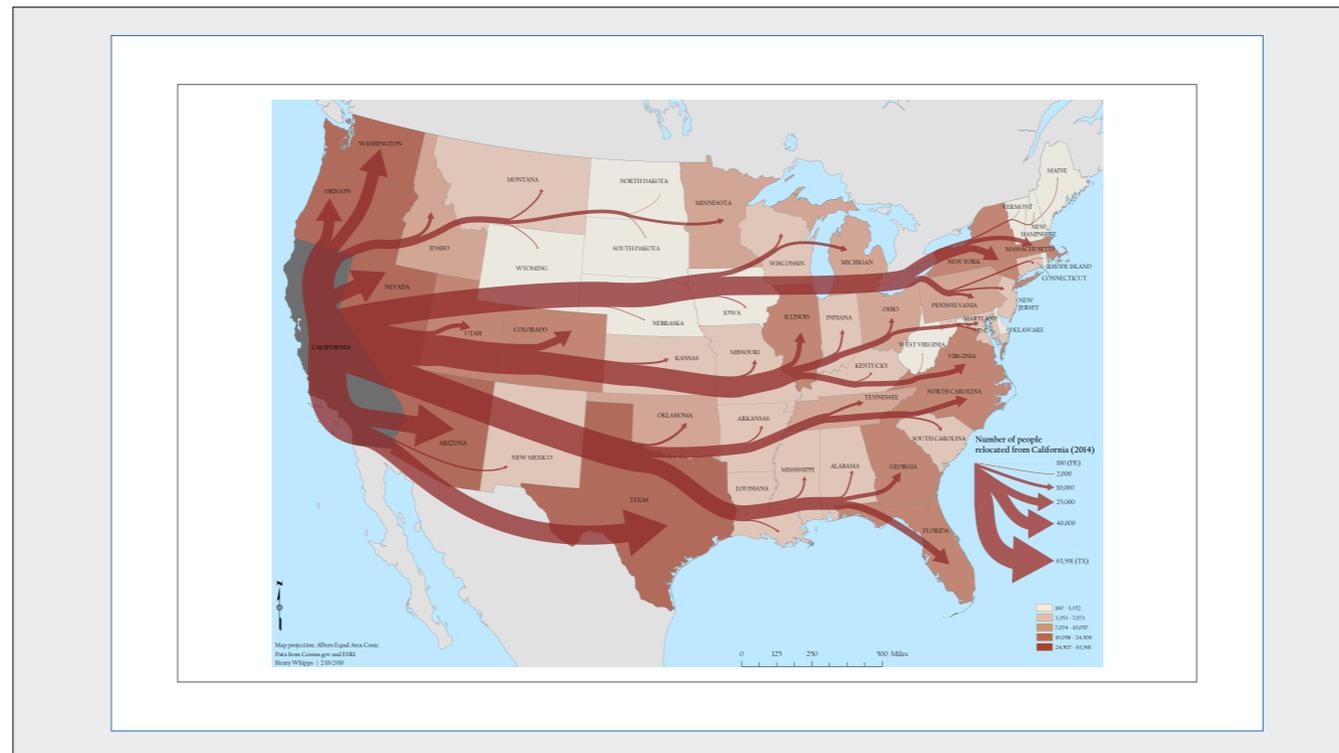
- + Salary
- + Insurance Costs
- + Benefits
- + Vacation / PTO
- + Expected Hours
- + Commute Time
- + Work From Home
- + Assigned Equipment

- ROBERT => (all)
- Things to compare



Home v Work

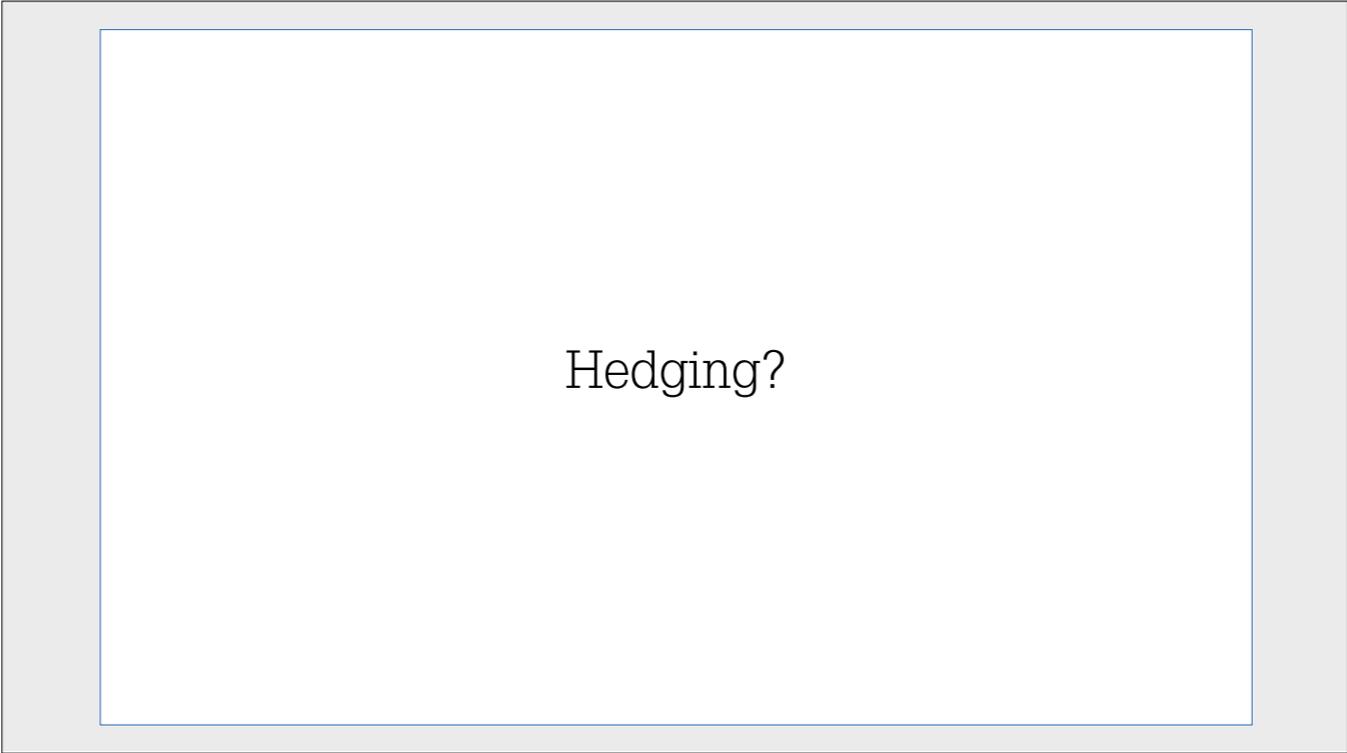
- JASON » This is your last chance to think about how this job will affect things
- JASON » Will you and/or your family need to make adjustments if you take this job
- ROBERT => Are you actually prepared for the change?
- ROBERT => Is this going to change *how* you work for the better?



- ROBERT => If relocating, what will:
- ROBERT => Cost of living adjustment be like?

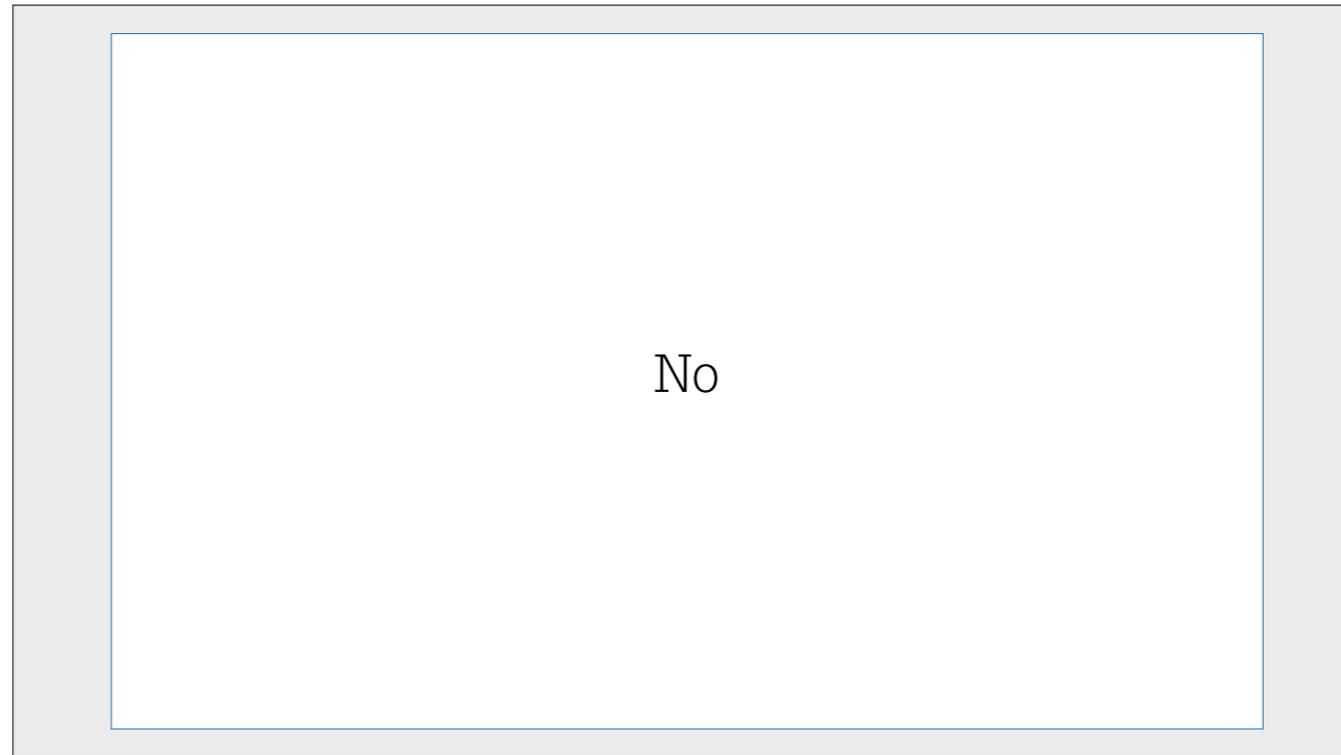
- JASON » What are the schools like?
- JASON » Will you get time to move?

- ROBERT => Will the company pay you to move?

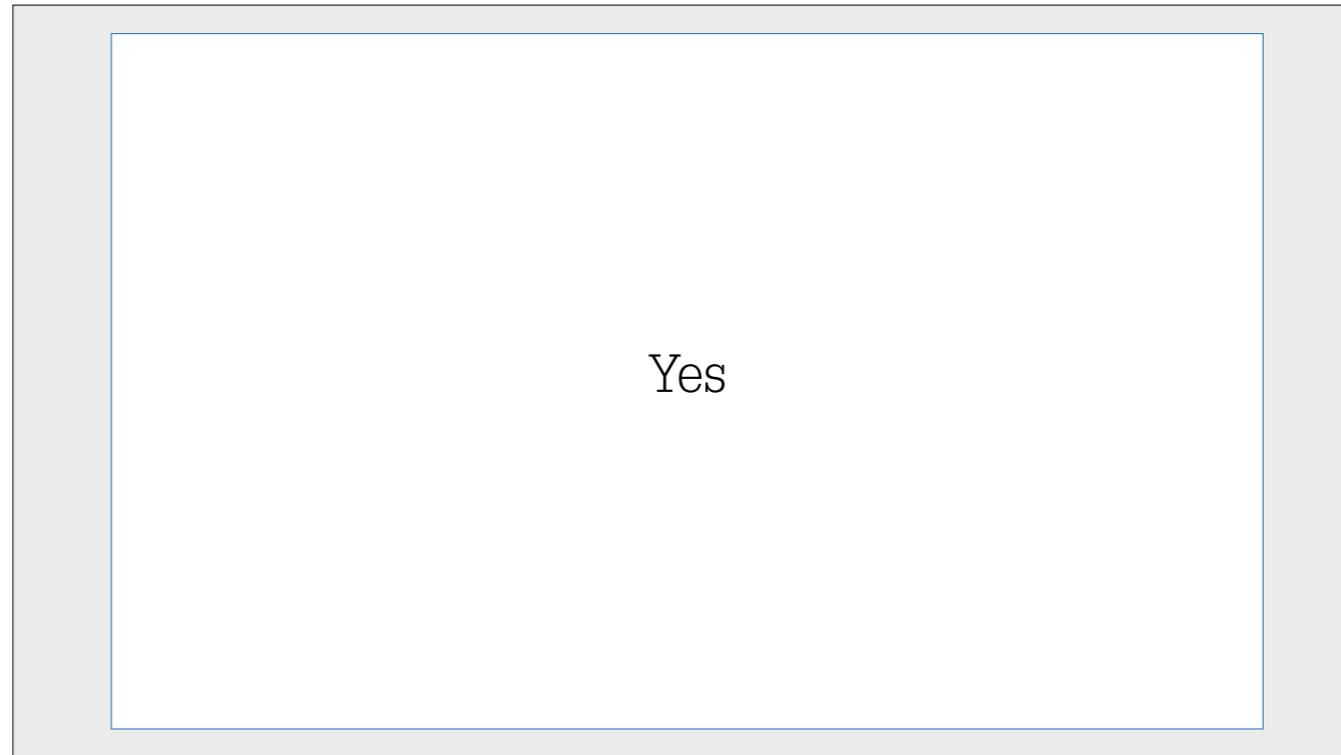


Hedging?

- JASON » Is there a sticking point for you in the offer? Can you ask to resolve it?
- ROBERT => Most likely it will be salary. Will they increase the offer to meet your expectations? Is there a happy middle ground?

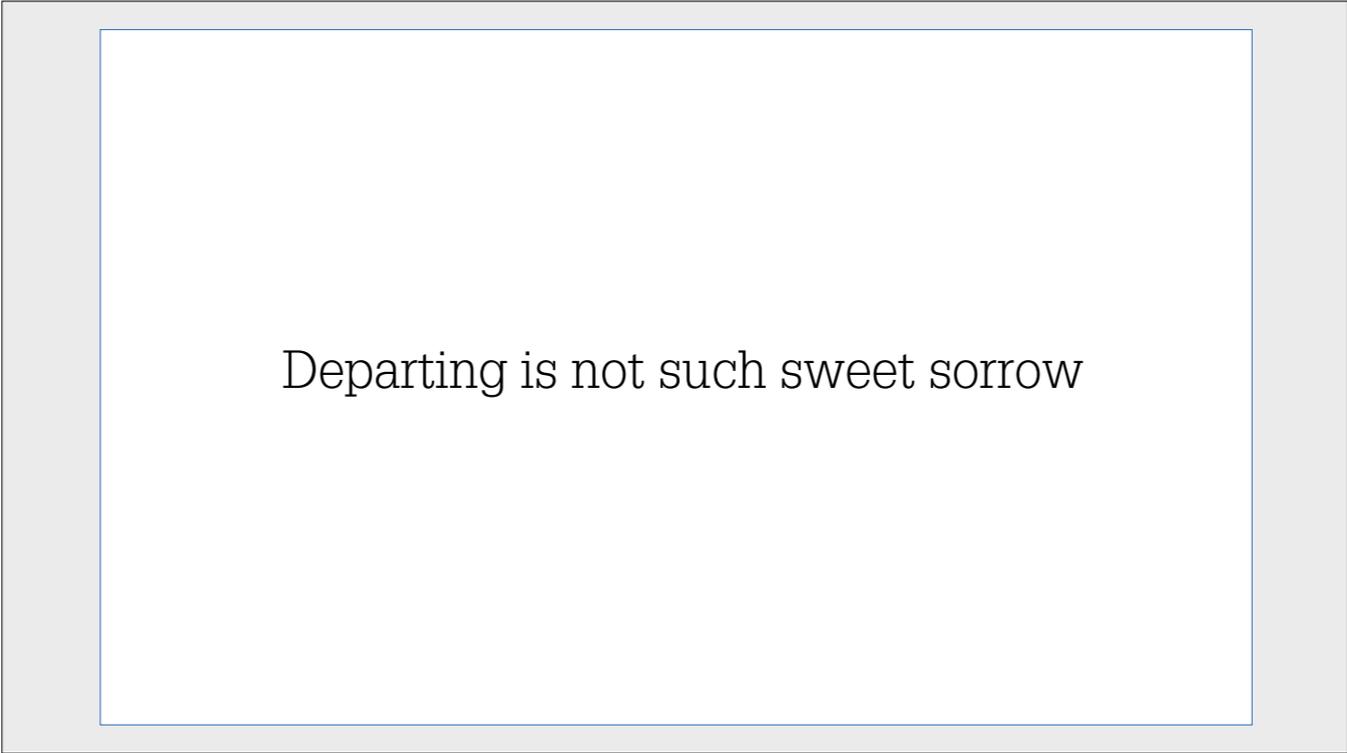


- JASON » (all)
- Things might not work out and you will have to decline the offer
- Find a way to word your refusal so that you don't burn any bridges. *Maybe* they'll come back to you in the future



- ROBERT =>
- Congratulations on your new job. Time to quit.

Giving Notice



Departing is not such sweet sorrow

- JASON » Talk to your manager
- JASON » Talk to HR to find out the official procedure
- JASON » Write an official resignation letter/email (most companies require one)

- ROBERT => Be prepared – financially, with insurance – in case they ask you to leave immediately rather than giving notice



Exit strategy

- JASON » Figure out what makes sense for you to try to get done before you leave as far as projects, documentation, etc
- JASON » You will not accomplish it all

- ROBERT => Clean off personal files from work equipment. Make a backup of any files you want to keep for future reference
- ROBERT => On your way out the door, make a folder with info from job: company address, bosses and managers, HR people, benefits summary, job description, performance reviews, etc. You might need this information in the future.

Welcome to the New Job

- ROBERT => Here are things we've done when we have started at a new place
- JASON » Some of these things we figured out *after* the fact

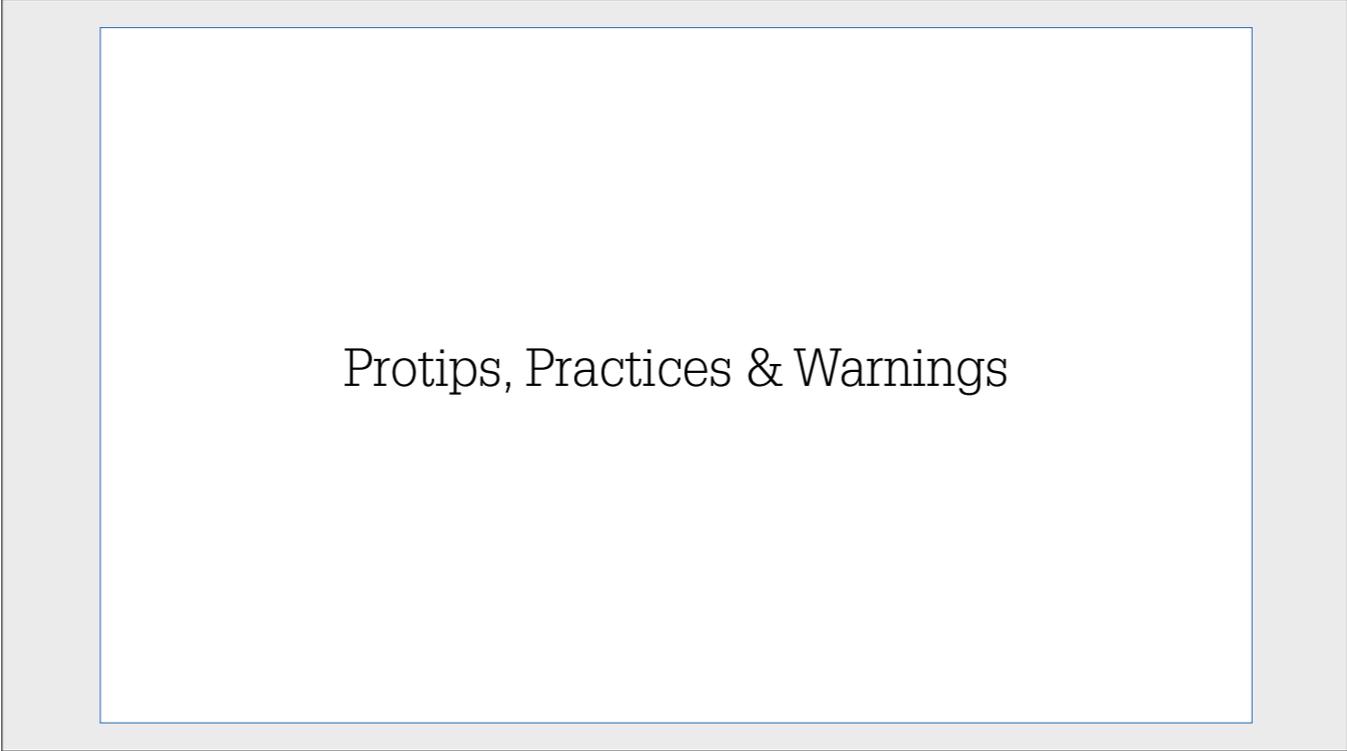
First day. It's all so new. So many forms. This is the laptop they are giving me? I hope there is lunch.

- ROBERT => (all)
- Every company's on-boarding process (and hope there is an onboarding process) is different
- You will fill out a lot of paperwork and sign many things
- Bring multiple forms of identification with you



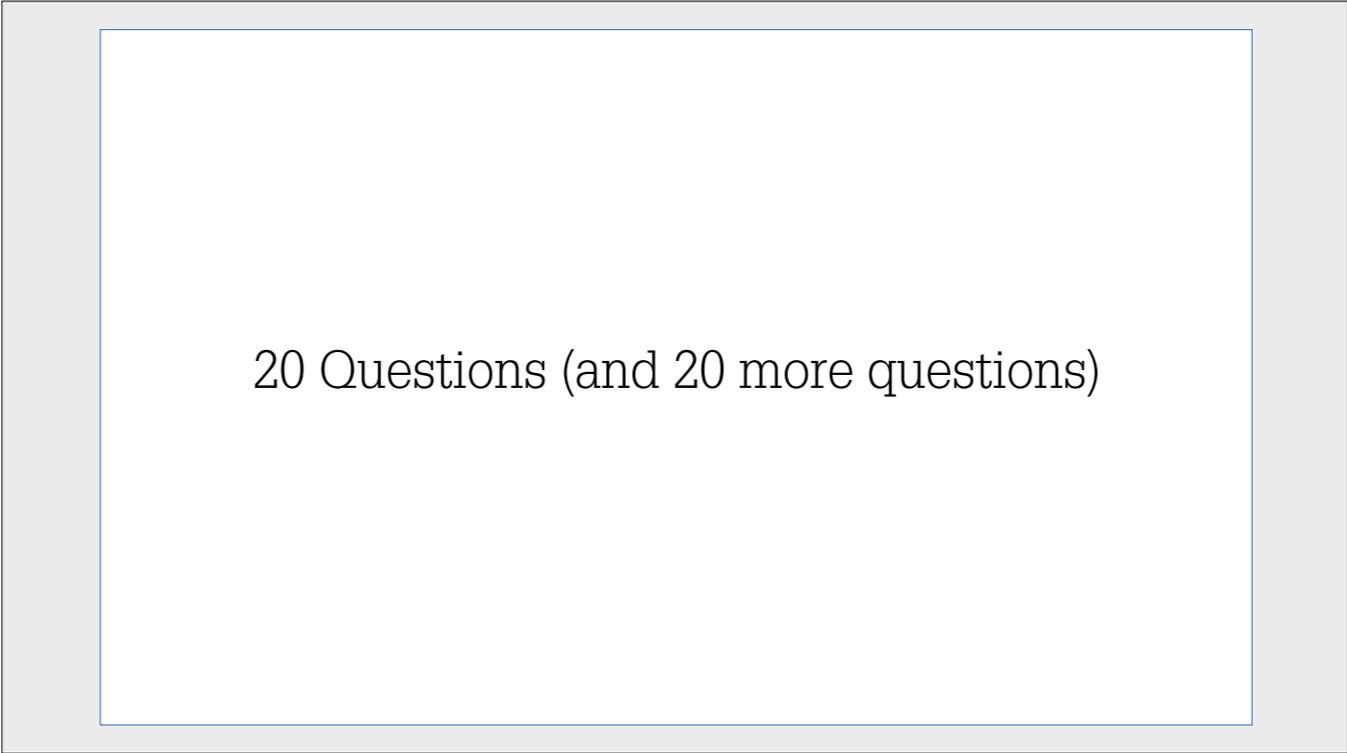
They hired you for a reason

- JASON » (all)
- There's a good chance you're going to question yourself and your ability to do the job
- Lot's of people would have been mistaken in hiring you if you were that bad, so have some confidence that you can do it



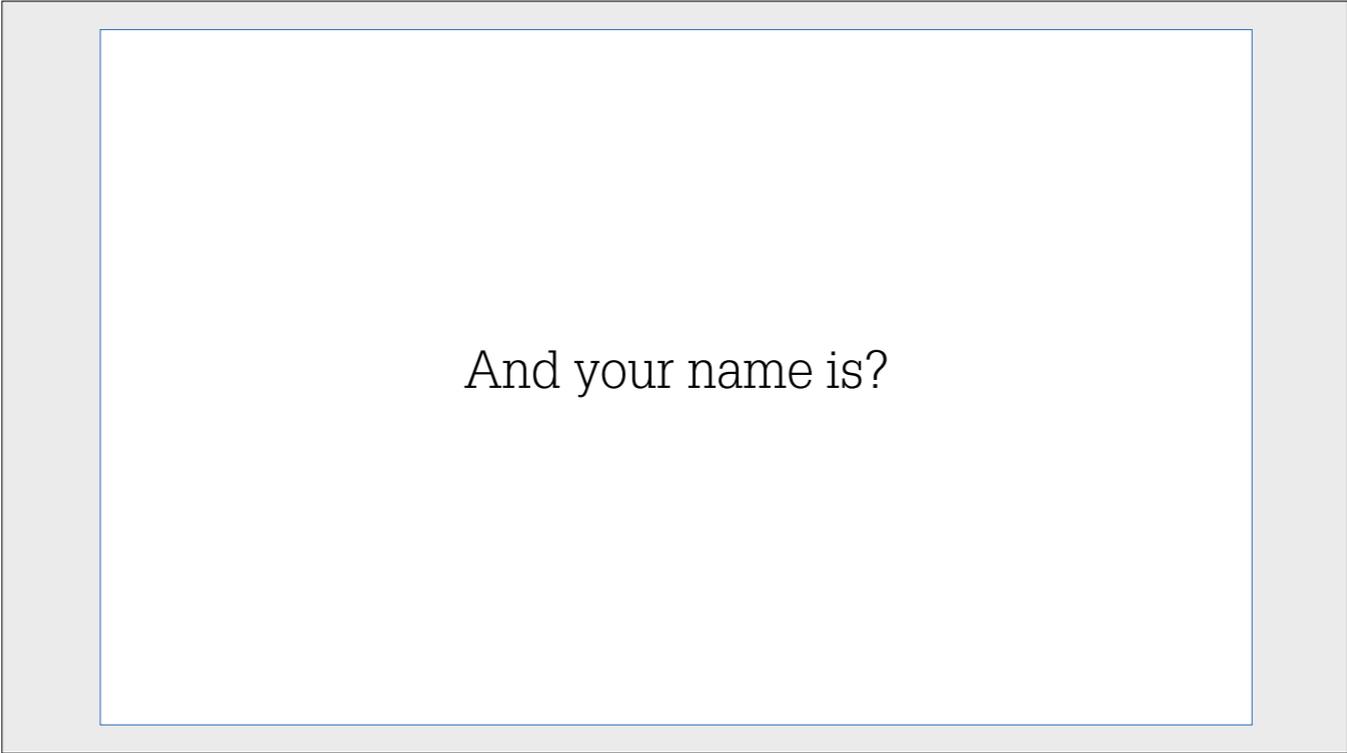
Protips, Practices & Warnings

- JASON » (all)



20 Questions (and 20 more questions)

- ROBERT => Compile a list of questions about your new workplace / technology / workflows
- ROBERT => Some of the questions you can ask others and some it will be best for you to look into yourself
- JASON » You might not get answers for all of your questions, but now is the time to ask because you are new and have the leeway
- JASON » If you are lucky enough to overlap with a predecessor, download as much of their brain as you can



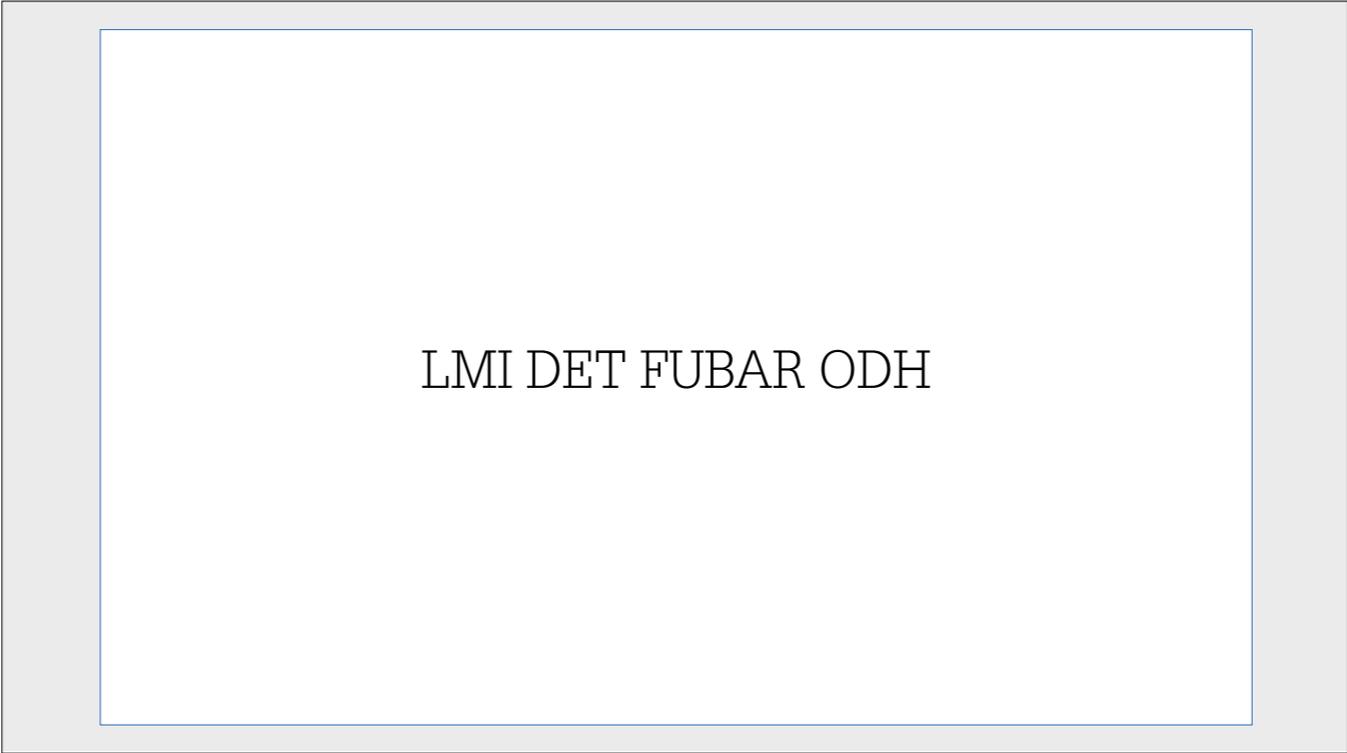
And your name is?

- ROBERT => (all)
- Politely ask who everyone is and what they do
- Write down names and functions as you hear them because there's a good chance you won't remember them in the immediate future



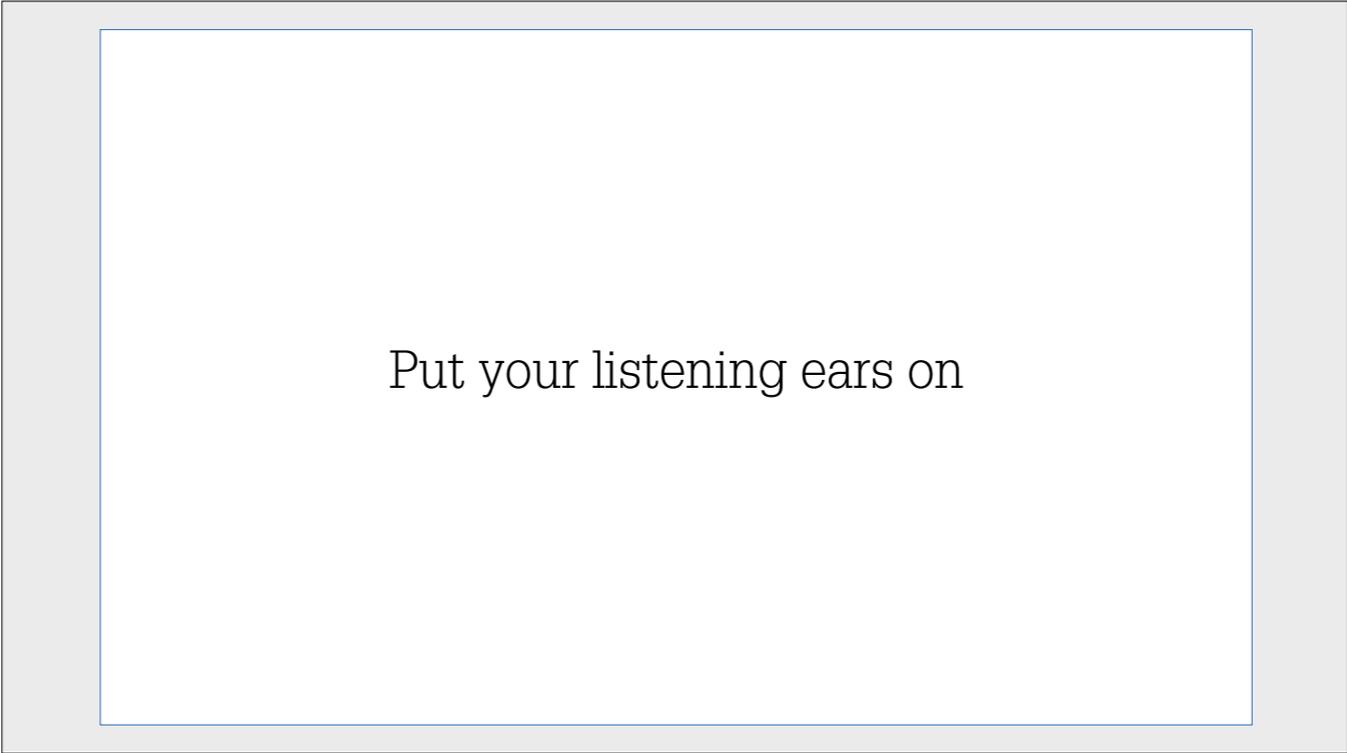
Good Samaritans

- ROBERT => Your new coworkers will likely be willing to help you. Don't pass up an offer
- JASON » If you are lucky you'll find a sherpa who will help you find your way through the company. Be thankful for this person



LMI DET FUBAR ODH

- ROBERT => Every company and team has acronyms and shorthand they use. When you run across a special term, ask what it is



Put your listening ears on

- JASON » People are going to talk about clients, users, managers and processes. Pay attention to what they are saying.



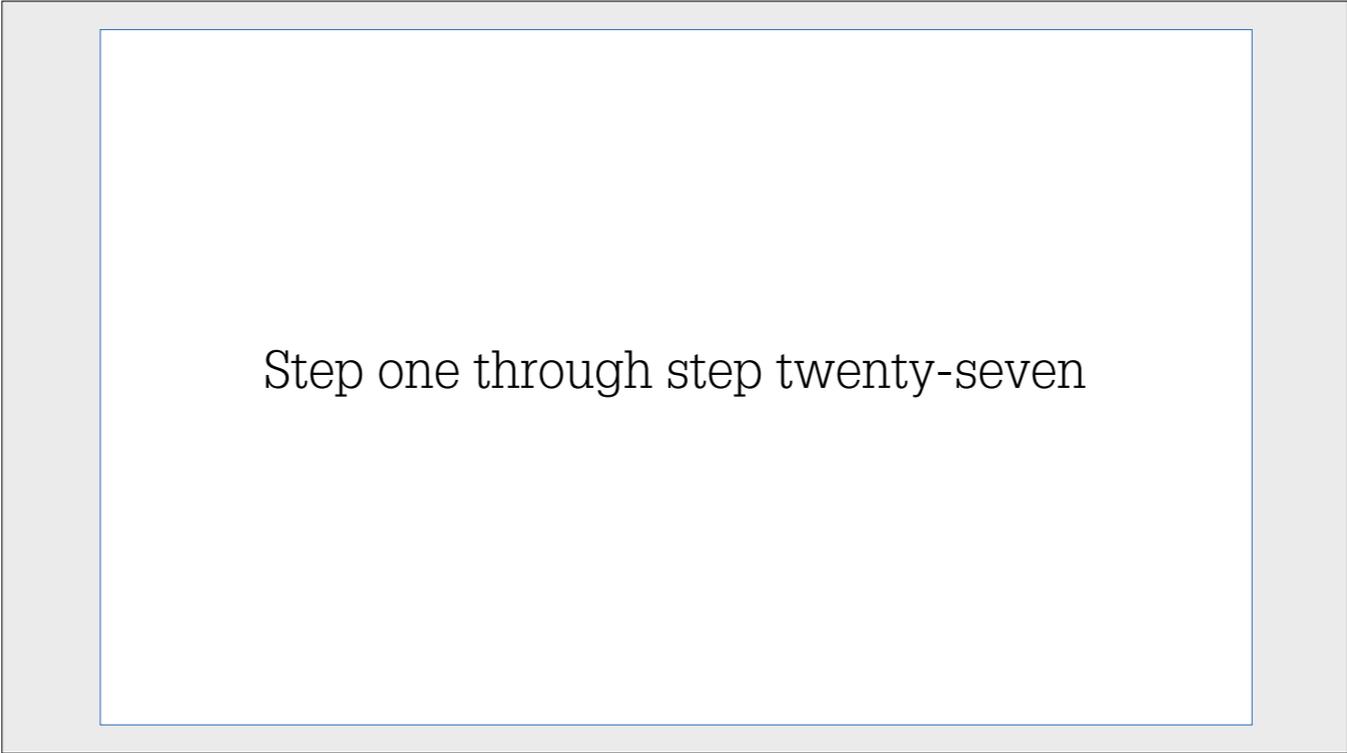
Whatchamacallit

- ROBERT => If there is something you don't understand, ask about it



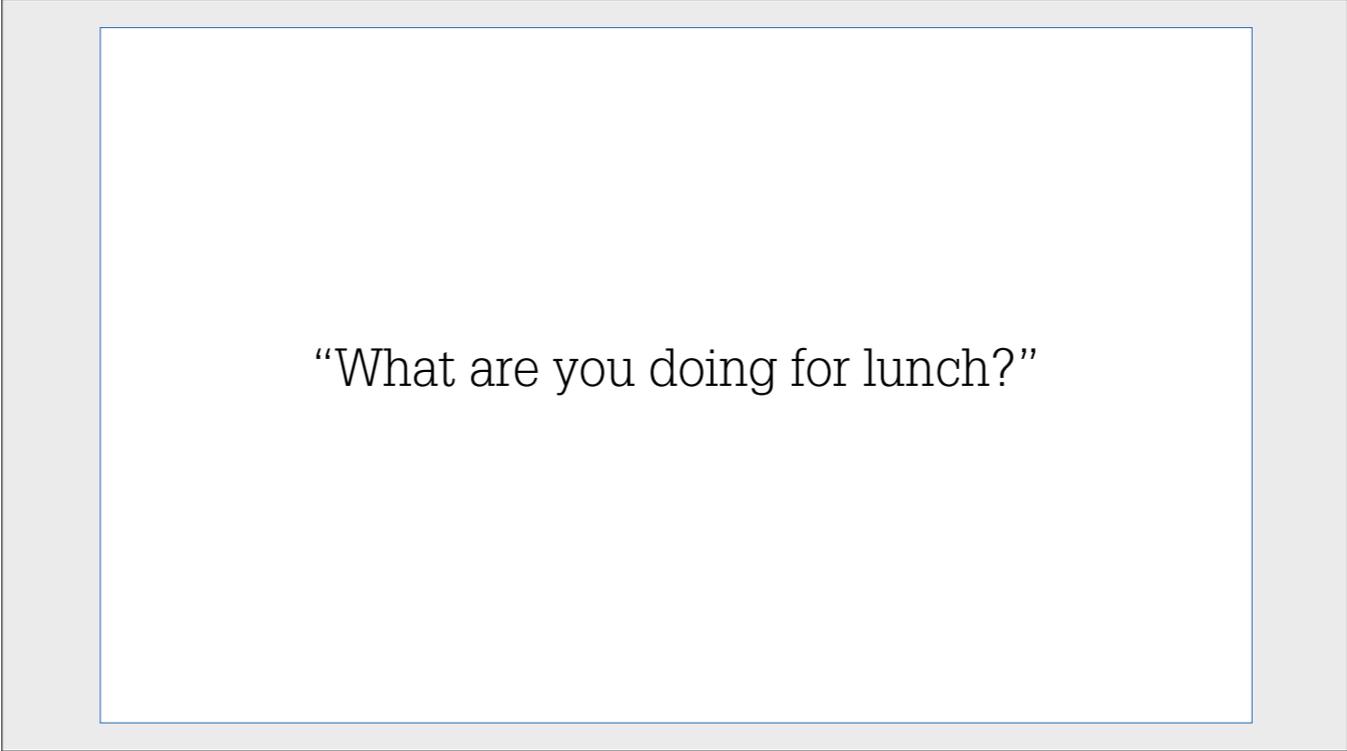
Be four legs

- ROBERT => (all)
- If your coworker is going to a user's desk, a different building, a meeting, etc, ask if you can tag along
- You are building a map of what's what and this will help



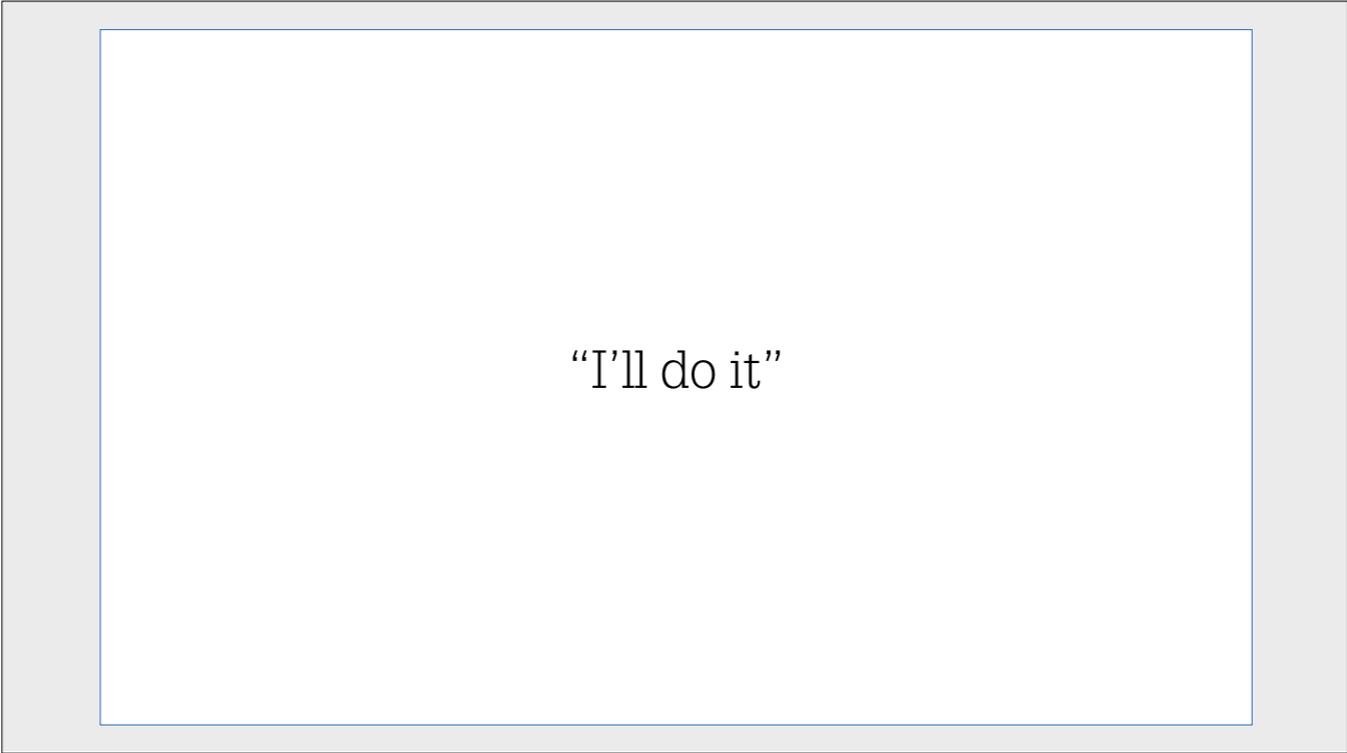
Step one through step twenty-seven

- JASON » (all)
- Review all the existing documentation. Can you follow along?
- As you onboard / during your first week or month, what's everything you have questions about when it comes to servers, sites, logins? Is it documented?



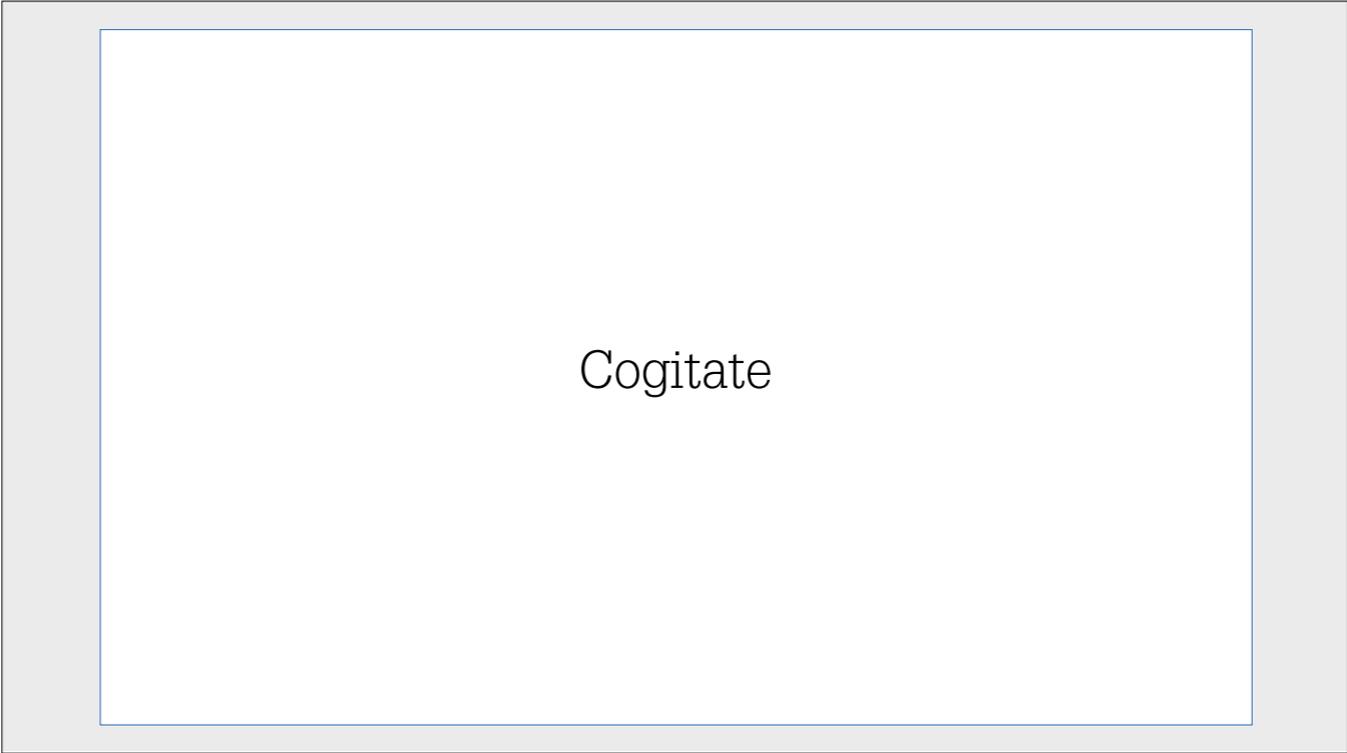
“What are you doing for lunch?”

- ROBERT => If someone asks you to go to lunch, go. They're reaching out.



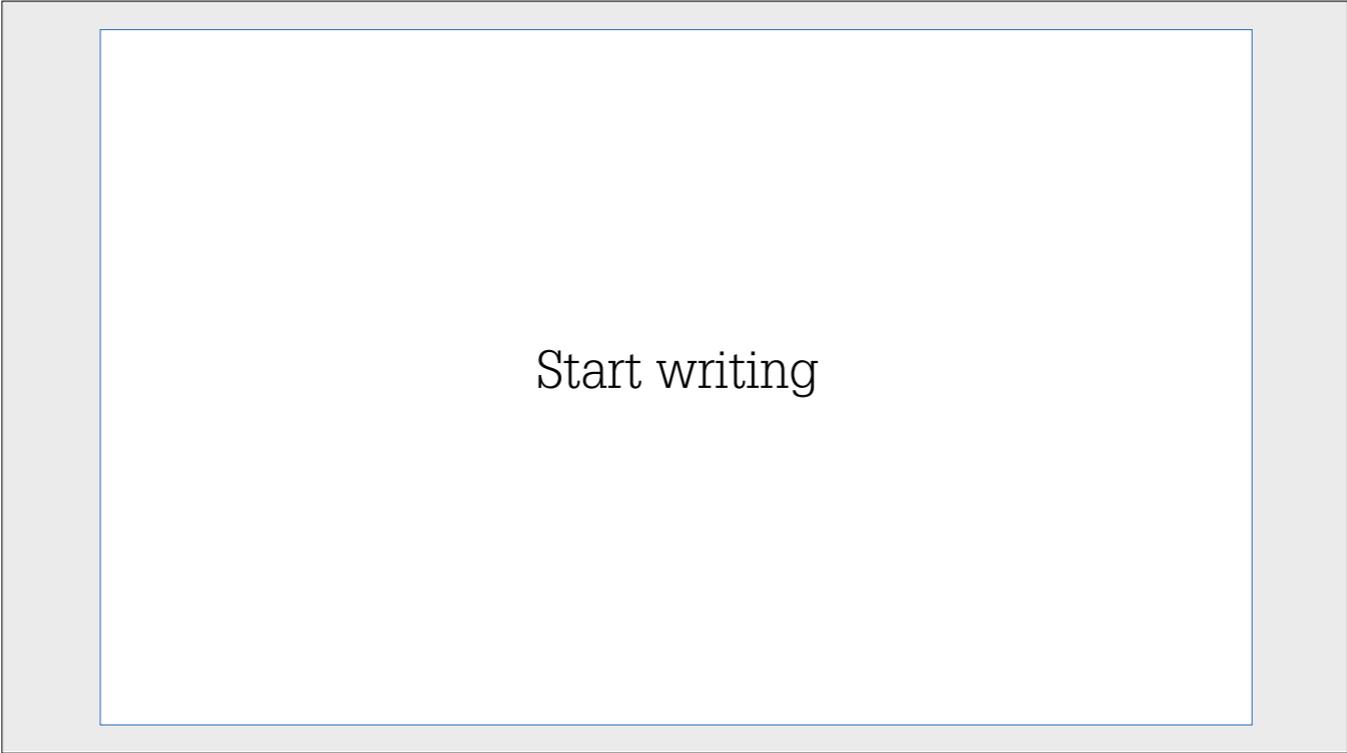
“I’ll do it”

- JASON » (all)
- When you seen an opportunity, volunteer for a project or task
- Doing new things will help you learn
- It’s not about you but about you becoming part of the team and understanding the environment



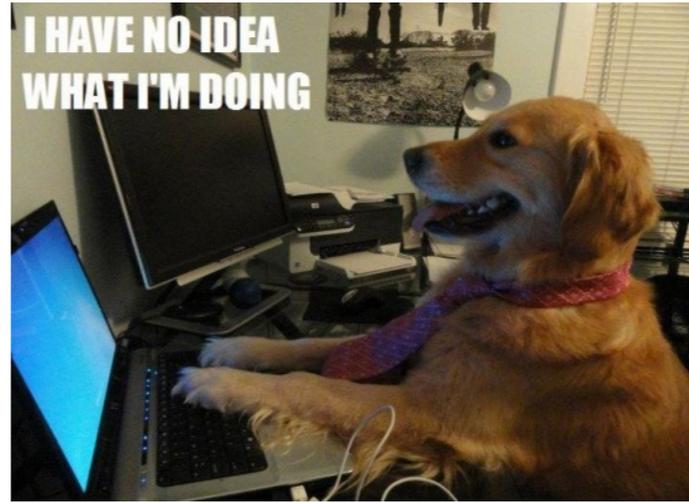
Cogitate

- ROBERT => (all)
- Think about your previous jobs and experience. How do the new practices compare with old ways of doing things?
- Comparing and contrasting should hopefully help you understand things
- Perhaps there's something old you can bring forward to the new place

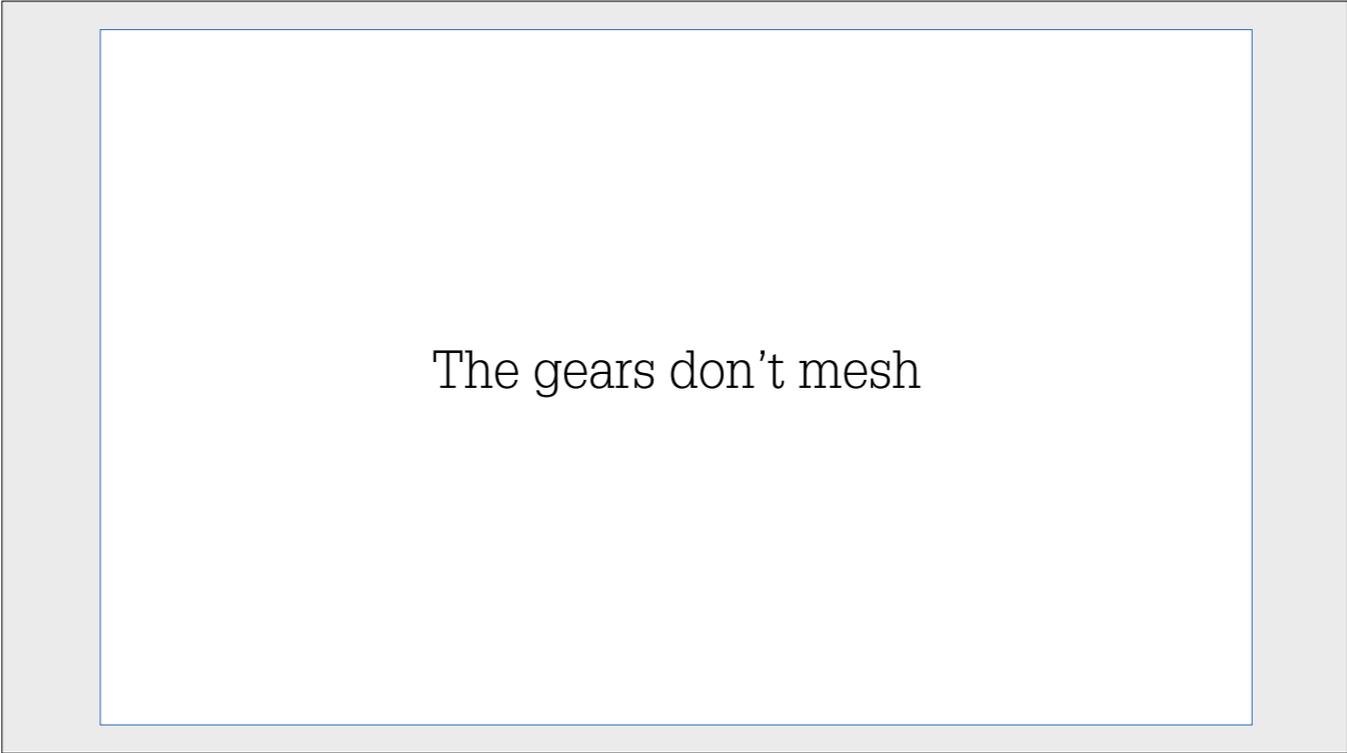


Start writing

- JASON » If there is nothing else you can do during your first few months, you can likely update and write documentation
- ROBERT => Start compiling ticket metrics

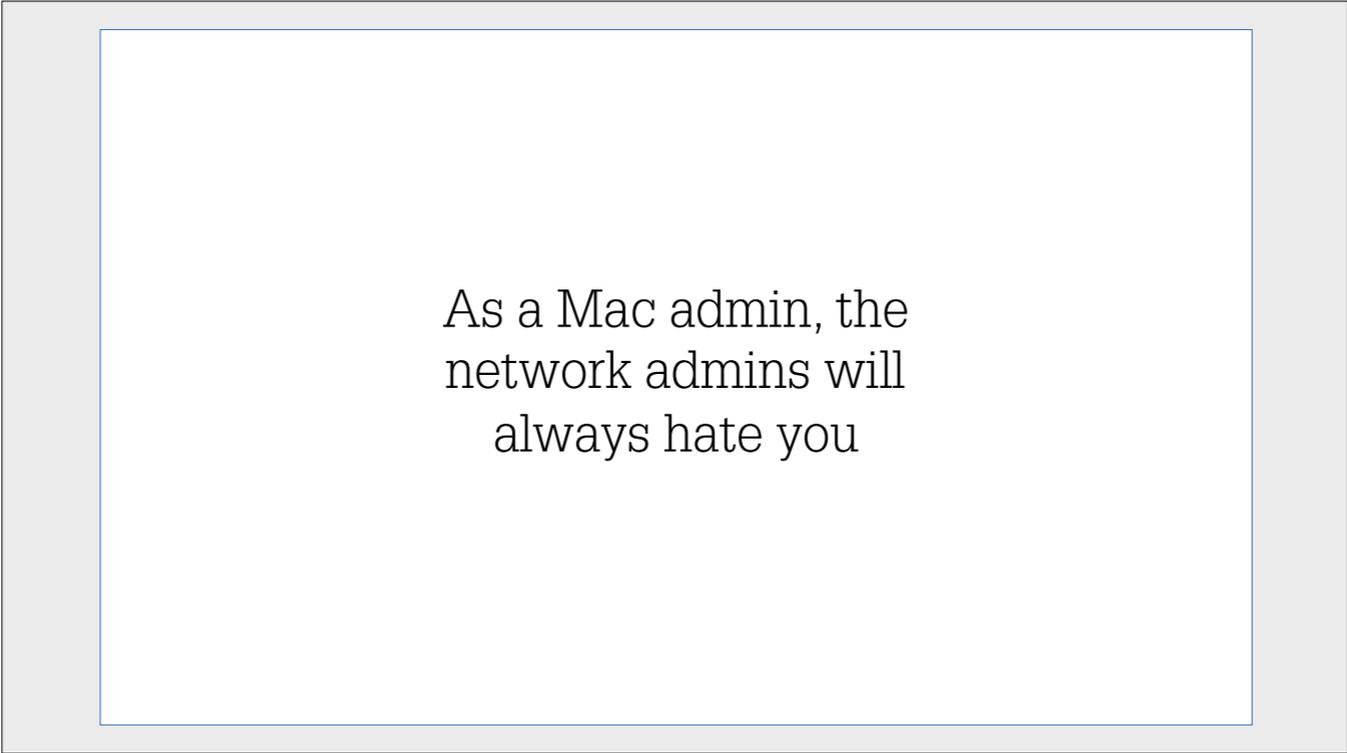


- JASON » You will be like this for awhile



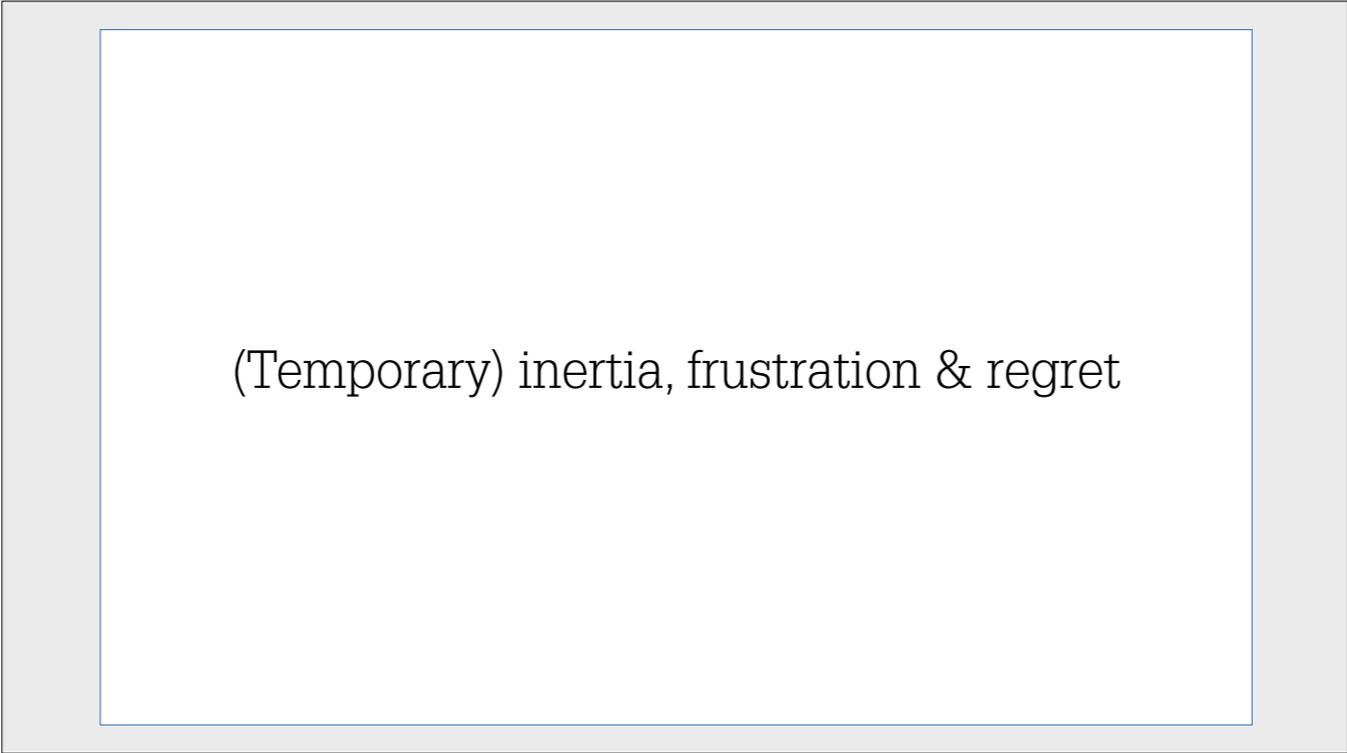
The gears don't mesh

- JASON »
- You're going to get into a disagreement with a coworker.
- You're new and a disruption. Someone will object.
- Ideally this is not personal
- You're going to find a fault with some established process and want to change it



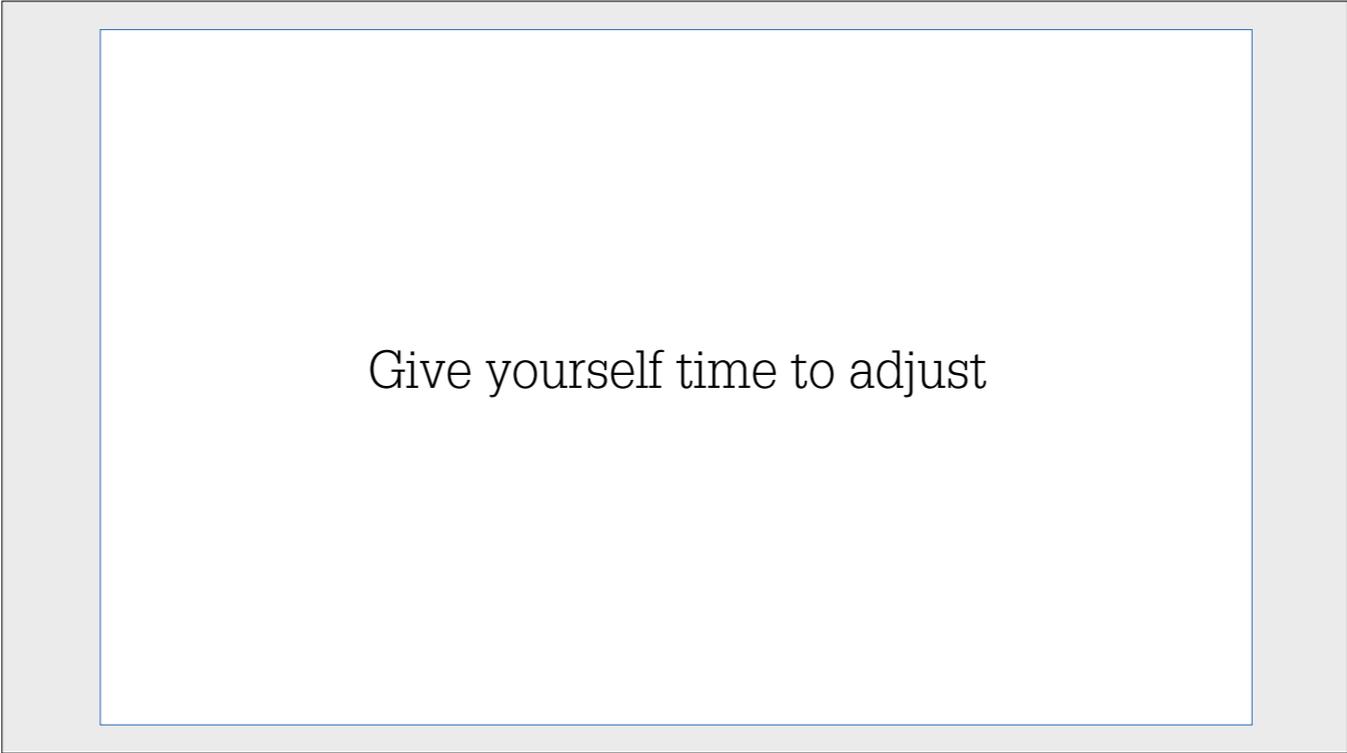
As a Mac admin, the
network admins will
always hate you

- ROBERT =>



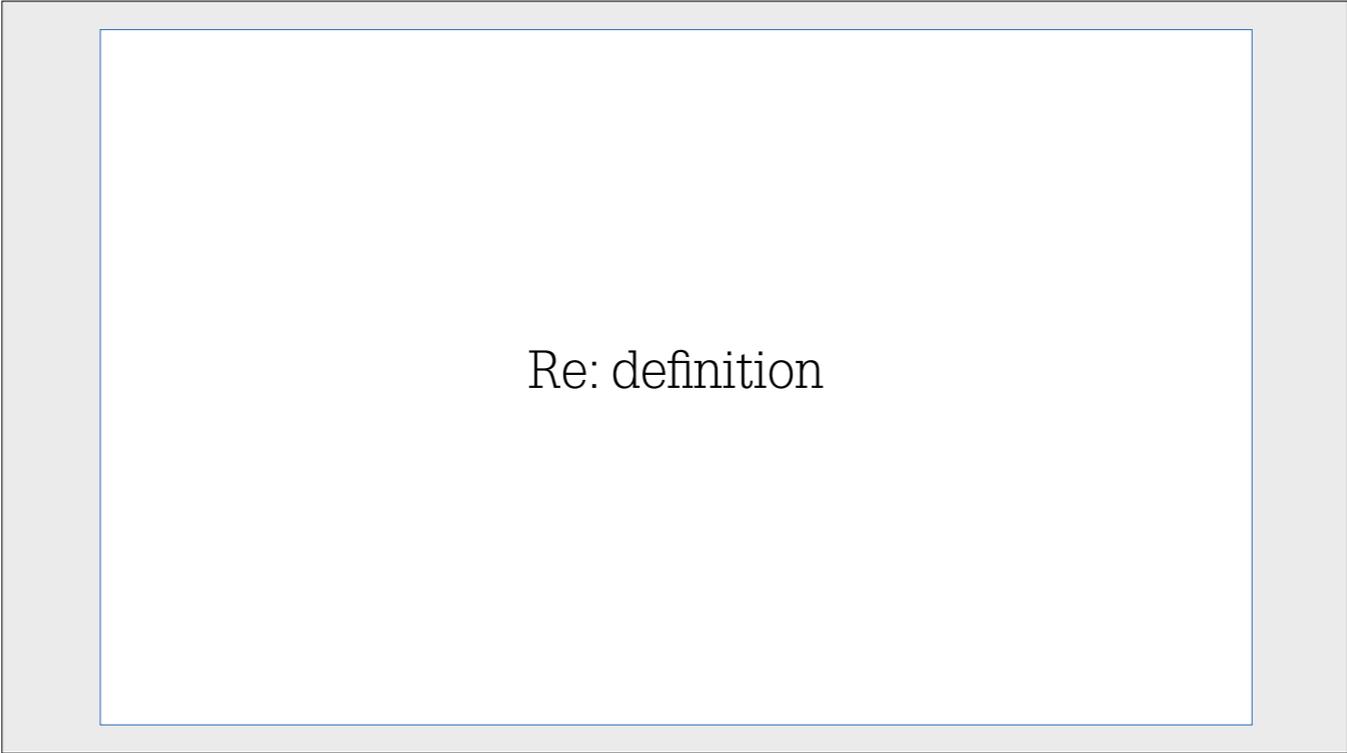
(Temporary) inertia, frustration & regret

- JASON » Two or three months in, you will likely get frustrated
- JASON » There might be some buyer's remorse, "Maybe things weren't so bad at the old place"
- ROBERT => How often will I be traveling for this position? Unless you were sold a bill of goods and the new job is not what it was suppose to be, be patient and ride it out. It's growing pains.



Give yourself time to adjust

- ROBERT => Everyone else has had months or years working here, you haven't.



Re: definition

- ROBERT => You are defining what the role actually is, and it might not be what it said in the job description

“The key is quitting. No one ever talks about quitting because it's anti-American. Keep quitting until you end up someplace you don't want to leave.”
— Bobcat Goldthwaite

JASON »
– PYHT

Homework

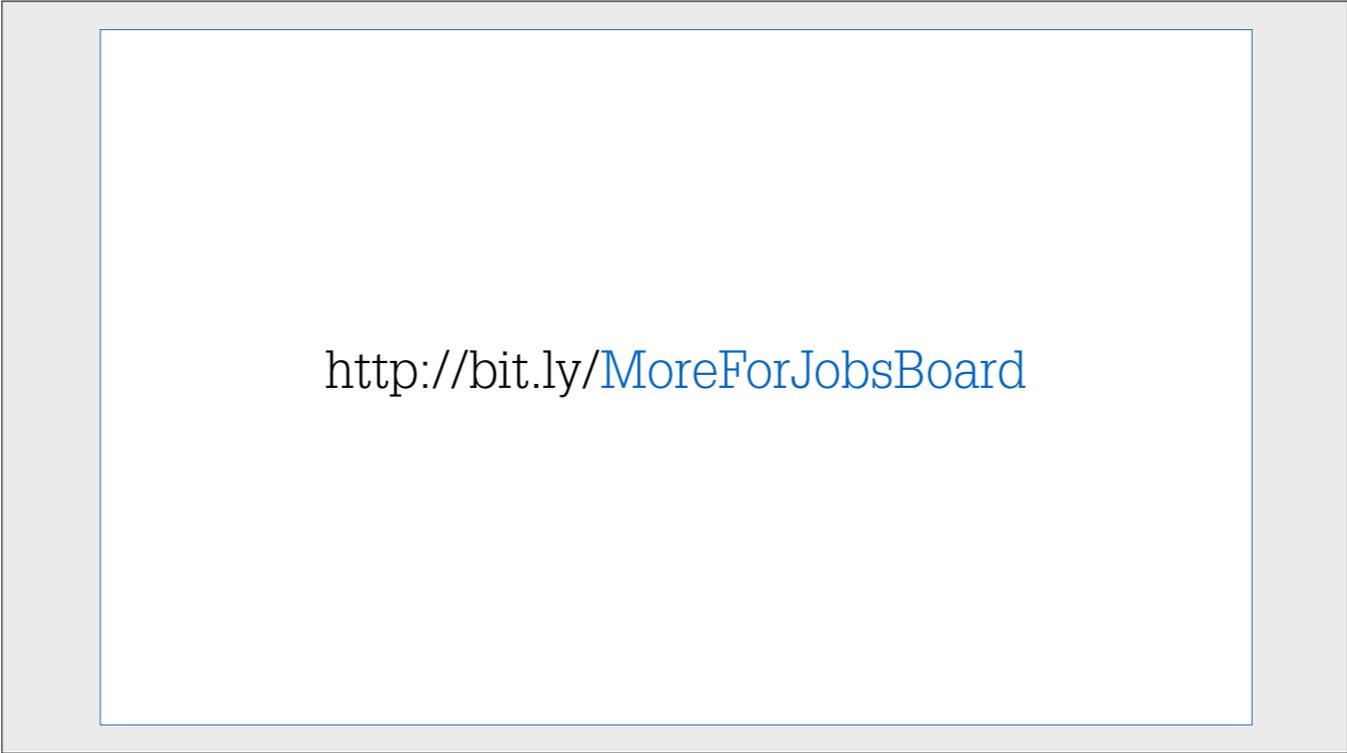
JASON »

Jody Rodgers *Being Crucial*
<http://bit.ly/JodyMSA>

- ROBERT => Jody gave a great talk at MacSys Admins in Sweden in 2013
- On being happy in your work and quitting
- It's recommended viewing

Managing Humans by Michael Lopp
<http://managinghumans.com>

- JASON » Written for software engineering managers but applicable to much of the IT workforce



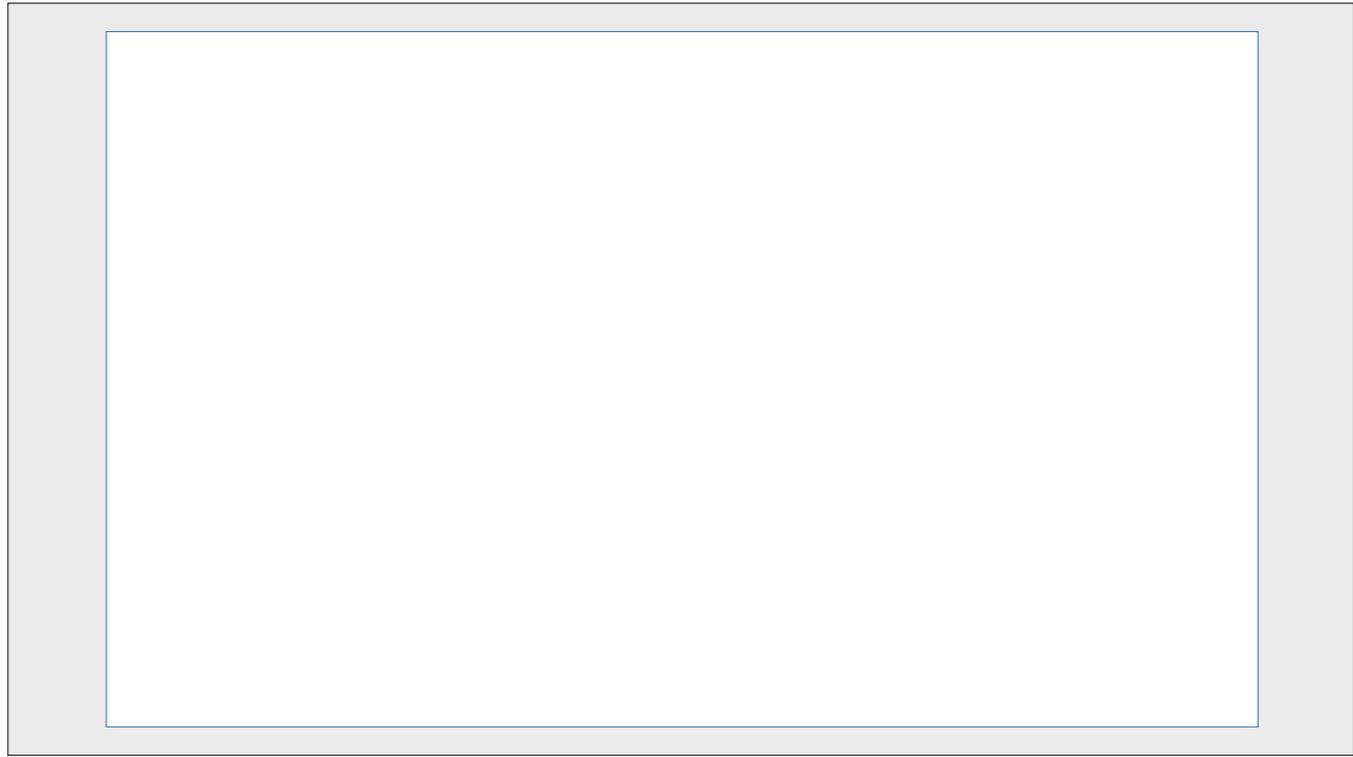
<http://bit.ly/MoreForJobsBoard>

- ROBERT => This is a Google Doc with some additional links that dive a bit deeper into things we discussed

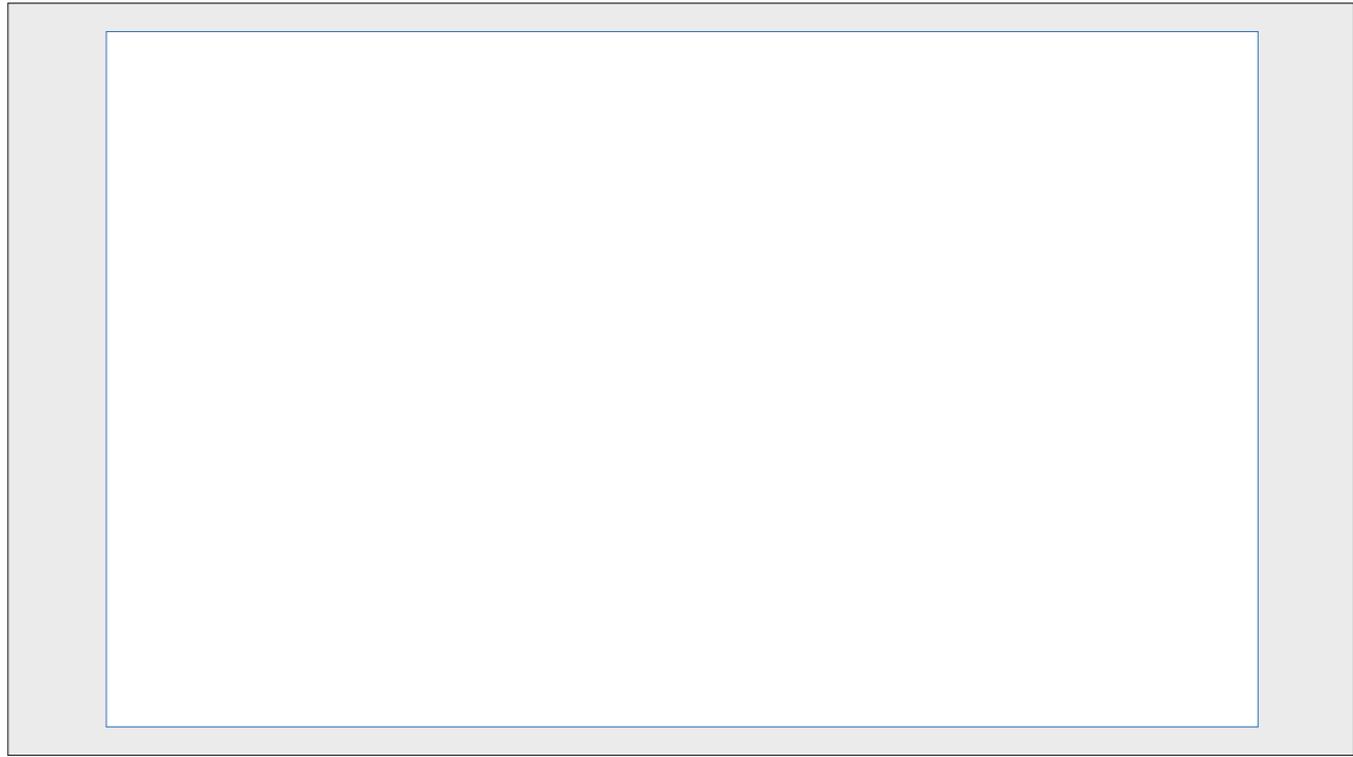


Andrew Adkins
Peter Bukowinski
Joseph Chilcote
Patrick Gallagher
Allen Golbig
Michael Lynn
Rich Trouton

- ROBERT => Thank you to these fine people for answering questions for us



- Tk

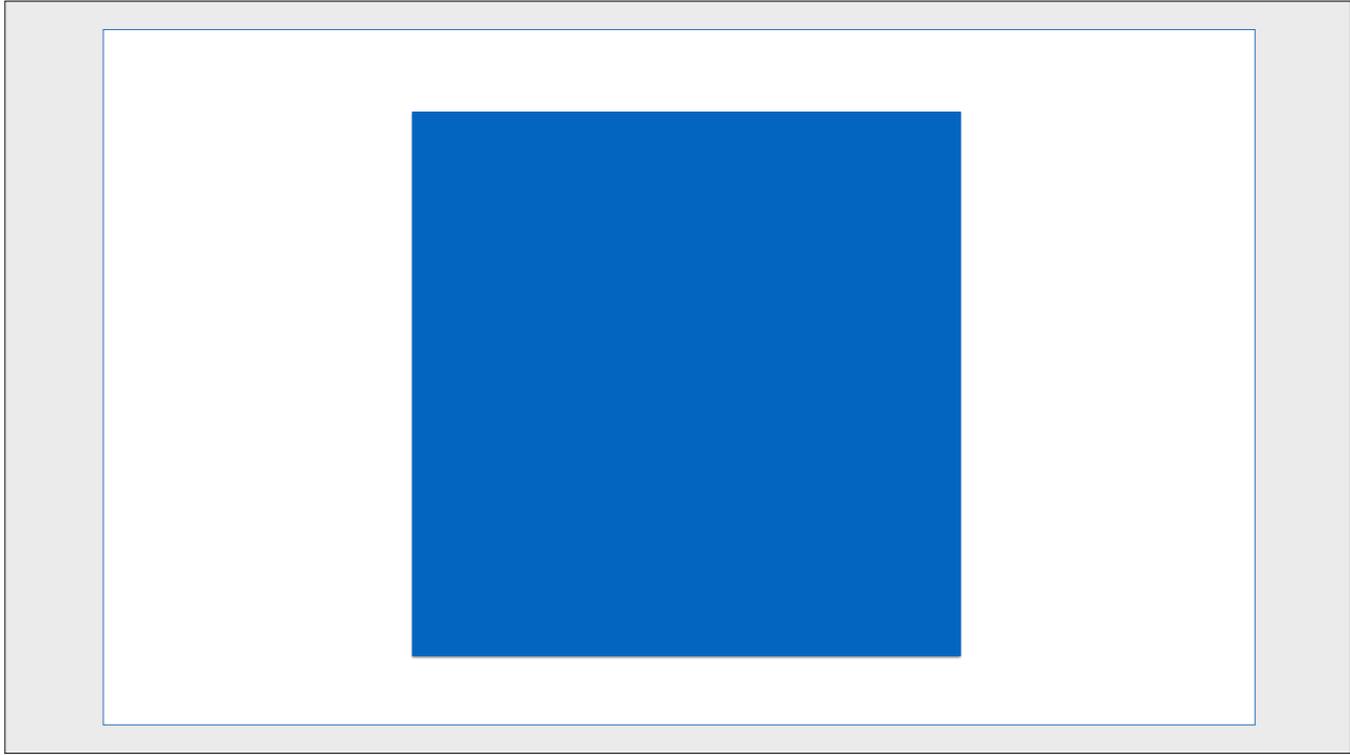


- Tk

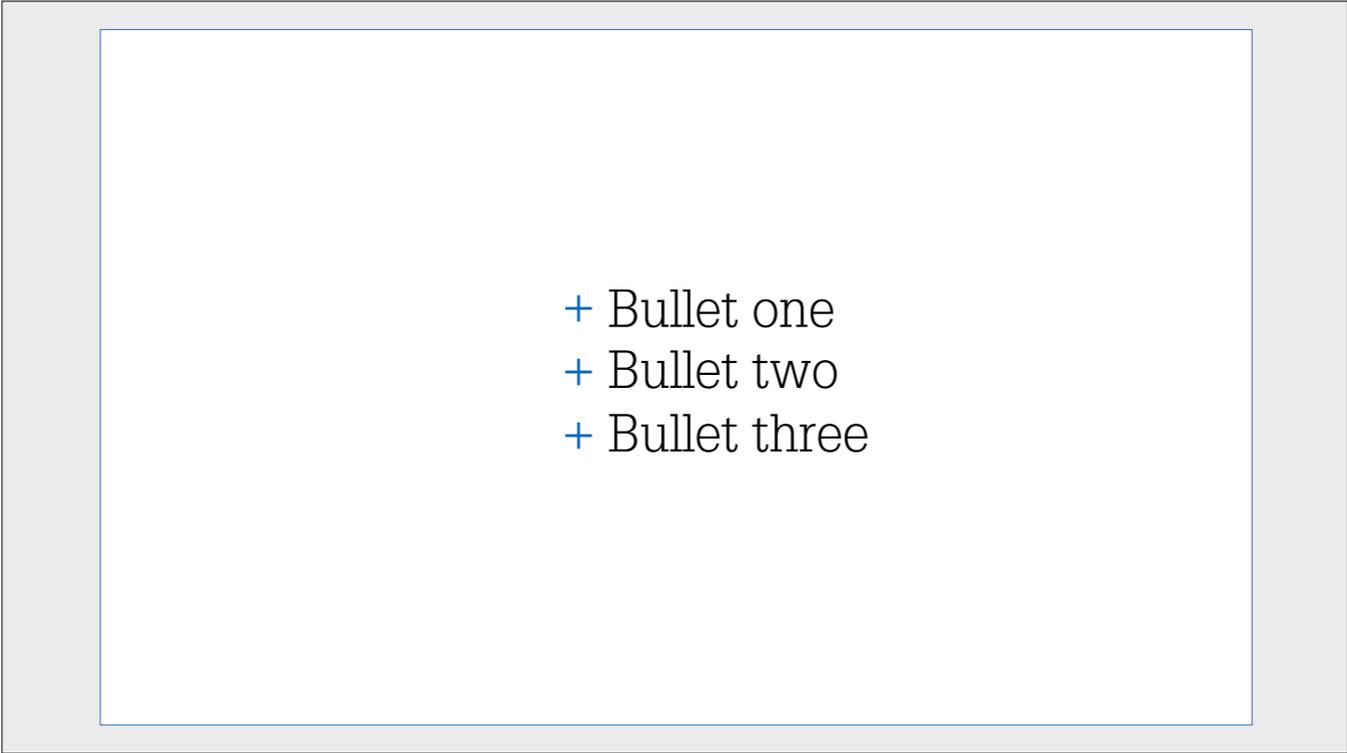
↓ ↓ ↓ **Templates & Styles** ↓ ↓ ↓



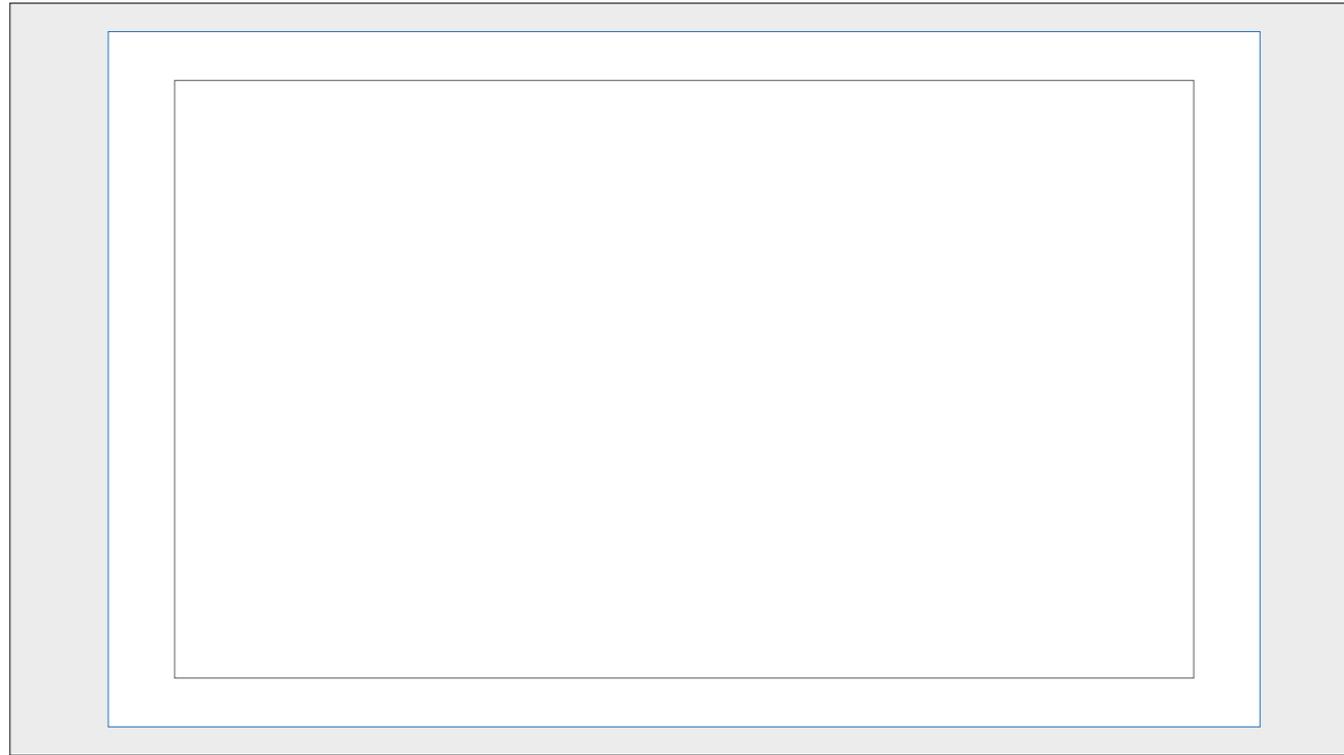
- Notes Tk
- Body: Glypha LT Std 45 Light 50 - 75pts
- Presenter's Notes: Menlo Regular 24pts



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- Bullets slide
- n.b. the space between the + and the text



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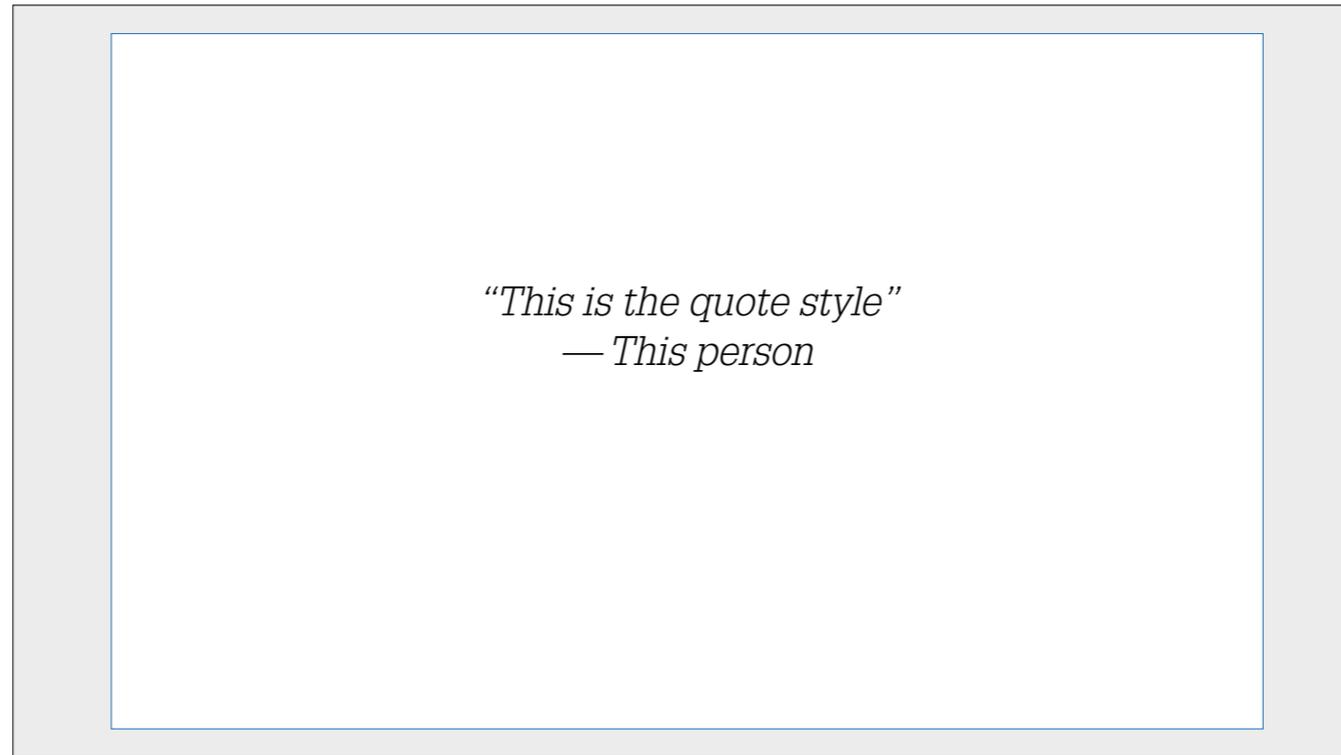
Section Header

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Subsection Header

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