

✍ Assignment 3.1: How a Company Hires

Instructions:

Speak to someone at a business who does hiring to learn about their hiring process. This could be a manager, owner or HR personnel. Explain that you are doing an assignment for this course and would like to learn about how they currently do their hiring. The conversation should take about 30 minutes. Do this on your own, without a partner.

General Information			
Your Name:	Ahmad El Samadi	Date:	August 6, 2026
Employee's Name:	Ahmad El Hajj	Position:	Senior IT Operations Manager
Company:	Apex Cloud Solutions (Beirut Office)		
Questions			
1. What they are looking for when they hire (skills, behaviors, attitudes)? They look for a solid foundation in core technical networking skills (TCP/IP, subnetting, VLANs, and routing protocols) alongside practical troubleshooting logic. Beyond technical knowledge, they heavily value a strong problem-solving mindset and an eagerness to learn. Candidates must demonstrate adaptability, effective communication during network outages, and a positive team-oriented attitude.			
2. For what types of jobs do they hire entry-level/recent graduates? Entry-level graduates are primarily hired for roles such as Junior Network Administrator, Helpdesk / Technical Support Specialist, or NOC (Network Operations Center) Technician. In these positions, fresh hires handle user support tickets, monitor system alerts, perform basic router/switch setups, and assist senior engineers with network maintenance.			
3. How many applications do they typically receive for position at your level? For junior and entry-level technical roles, they receive anywhere from 50 to 120 applications per job posting. However, for senior positions (like the Operations Manager level), they receive fewer applications—around 15 to 30 candidates—because the required specialized experience and advanced certifications filter out most applicants early on.			
4. How much experience does an entry-level hire need? Prior formal work experience is not strictly required for entry-level roles. Instead, they look for relevant hands-on experience gained through university lab projects, internships, or professional industry certifications (such as the CCNA or CompTIA Network+). Demonstrating practical knowledge in network simulation tools (like Cisco Packet Tracer or GNS3) can compensate for a lack of full-time work history.			
5. How do they look for new employees? Do they use online job boards? Which ones? What other methods? Yes, they rely heavily on online platforms, primarily posting openings on LinkedIn and local job boards like HireLebanon or Bayt.com. In addition to job boards, they frequently use employee referrals, recruit directly from local university career fairs, and post openings on their official company website and social media pages.			
6. Do you have a copy of your application form that I could use to review in my class? The company does not use a traditional paper application form. Instead, all applicants are directed to submit their CV/Resume and a tailored Cover Letter online through their HR portal or via direct email. They provided a sample digital application checklist outlining the required contact details, degree credentials, and technical certification fields.			