

DIVERSITY OF ICT PROFESSIONALS IN THE PHILIPPINES

**“No man
ever
listened
himself
out of
a job.”**

- Calvin Coolidge

ICT professionals from the Philippines have become an important part of the ICT sector in Canada.

The participants who have connected with ICTC range from ages 21 to 45.

After finishing their bachelor's degrees in various ICT disciplines, they often go farther to improve themselves in their chosen field. Some of the professionals, who may only have a year of experience in the industry, strive to improve their skills and knowledge through further studies and attaining certifications, just like many people who have more than 5 to 12 years of experience in the industry.



Their occupations vary from a java programmer to business systems analyst. Yet collectively, their main goal is the same: to be a part of Canada's ICT Labour Market. Like all newcomers to Canada, these individuals strive to join and succeed in the Canadian ICT workforce.

Canada's readiness to embrace these internationally educated professionals is giving them more hope to be a part of the Canadian Labour Market and, more importantly, to be able to contribute to Canada's growing ICT Labour Market amidst the economic downturn.

“We're thankful that Canada is there, and very willing to be a part of our lives,” said Jimmy, one of the youngest computer programmer leaving for Canada this June.

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MONTHLY E-NEWSLETTERS

ICTC launched our monthly Immigration e-newsletter in April 2008 and we send it to over 1300 individuals in the ICT industry on a monthly basis. To sign up or to include your information in a monthly newsletter – email us at:
immigration@ictc-ctic.ca



LEVERAGING IMMIGRANT TALENT

*By Linda Manning, Ph.D. Director
Leveraging Immigrants Talent to
Strengthen Canadian Business*

Spring is here, but we're still in a recession. It's more important than ever that Canadian employers capitalize on all the talent in their workplaces. We know that an increasing number of Canadian employees were born elsewhere, and tapping into that talent can sometimes be challenging. Small- to medium-sized employers (SMEs) across Canada are facing shortages of qualified management professionals, in part due to an aging population and high rates of retirement.^[2] Canada's SMEs comprise over 97% of independent business, and in 2005, SMEs employed 64% of private sector employees.^[3]

These employers struggle to fill management and key technical positions, yet the talents they need may already be available within their organizations.

Based on this research, the Leveraging Immigrant Talent to Strengthen Canadian Business, project has developed on-line training modules for small- to medium-sized employers (SMEs) to use to develop talent management competencies that foster a more inclusive workplace. This project defines SMEs as those companies employing fewer than 500 employees. The project is intended to reach managers and human resource professionals in Ontario- and Quebec-based SMEs.

Leveraging Immigrant Talent to Strengthen Canadian Business is a pilot project funded by the Workplace Skills Initiative Division of Human Resources and Social Development Canada (HRSDC) and hosted at the University of Ottawa.

For more information, visit www.leadershipdiversity.uottawa.ca or email leadershipdiversity@uottawa.ca

COMMUNICATIONS SKILLS KEY TO ONE IEP'S SUCCESS

By Boris Valverde

First of all, a little about myself. My name is Boris Valverde. I'm a Systems Engineer with eleven years in the Telecommunications industry. I decided to immigrate to Canada two years ago leaving my native Bolivia. Once I received my immigration documents I planned my departure for September 2008. Before that, I researched which city I was going settle in. I picked Ottawa to live for three reasons.

First, according to my research, Ottawa is considered the best city to live in Canada. Second, Ottawa was considered, "the northern silicon valley," so I thought it would be easier to find job with my technical background. Finally, Ottawa was the country's capital, so I thought the paperwork related with the government should be easier and faster.

Once I arrived in Canada I followed all the recommendations that were suggested by the official websites of Canadian and the Ontario governments: find a place to live, get my OHIP health card, get my drivers licence, open a Canadian bank account, and register for English classes.

Once I'd settled in, and done most of my paperwork, I started to look for workshops and enhanced language

training programs. This helped me to figure out the Canadian way of looking for a job. Fortunately, I found several programs in different organizations in Ottawa, such as World Skills, Ottawa Chinese Community Service Centre (OCCSC), ITO 2.0, and Ottawa Catholic School Board.

"I feel that communications skills are the most important to grow in whatever career you are seeking."

After I'd taken some workshops, I realized that the first step to start my search for a job was to identify my strongest skills and to identify which companies across Canada my technical background might be most suitable.

I prepared the first version of my resume highlighting my best technical expertise and my achievements in the wireless industry. I posted this version of my resume on the monster.ca and workpolis.ca web sites, and then I applied for available positions posted in the careers section of companies' websites that had direct or indirect rela-

tion with wireless industry. I also prepared other versions of my resume specific to jobs I was applying for, one for ICT entry positions and another for database development. This is the way my job hunt began.

One month later, I received my first phone call in response to one of my applications. This was my first "phone screening". I think the screening went well, because the following week they called me again to arrange a phone interview.

On the day of the phone interview, to be honest, I was not prepared, and this opportunity blew up and I did not get the job. I learned and I realized that I need to improve my communication skills and get more practice in job interviews.

Most of programs that offer job workshops also give the opportunity to do mock interviews that are very useful in preparing for conventional questions. I believe the best way to prepare for the behavioural questions during the interview is to try and explain some experiences from your previous jobs.

I recommend using this approach. What happened? How did you manage? And what was the result?

It's important that you don't forget about the technical skills because the end of the interview is all about the credibility between your resume and the answers to technical questions.

Other things to keep in mind during the interview are:

- It's very difficult, but try not being nervous, just show your enthusiasm and be confident;
- Don't talk too much, just enough to answer the questions directly.
- Ask questions related to your interest in the company and the team you would join;
- Even if you are not fluent in English, try to use your best English and speak slowly and clearly.

I believe these tips and my practice with mock interviews helped to me to get a job in my field. Currently, this is my second week in my job. I'm really excited about it, but I realize the language learning process hasn't stopped.

I feel that the communication skills are the most important to grow in whatever career you are seeking. I hope my experience will help other immigrants with ICT background and thank the Information and Communications Technology Council for the opportunity to share my story.

SIX NETWORKING MISTAKES AND HOW TO AVOID THEM

By Gill Corkindale, Harvard Business Publishing

If you've been laid off in recent months, you're in excellent company.

But where to start? If you were my coaching client, I would simply say: network, network, network.

Click here to find some common mistakes people make when networking — and how to avoid them.

LINKS AND RESOURCES

itmWEB
www.itmweb.com

Canadian Technology Network
http://www.rct-ctn.ca/

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ICT professionals were able connect with ICTC and to learn about the ICT Industry's outlook in the economy of Canada.

"It boosts our confidence that we still have a place in the ICT Labour Market, and we are excited to be a part of it," stated Erlito Evite, after participating in one of the mentoring sessions hosted by JVS Toronto for overseas clients.

One of the biggest factors to increasing the number of ICT professionals in the ICT industry Canada is the involvement of women. In the Philippines, women in

ICT are well represented and make up a large in number, some even top high positions in the industry. However, IEP women moving to Canada are happy to know that the ICT Industry is recognizing the effort of women involved.

"It is wonderful to know that Canadians are making efforts to encourage women be involved in ICT. Here in the Philippines, it's normal that women are involved in ICT, but it's great to understand how Canada needs women to be a part of the IT industry, and I am glad to be counted as one," avowed Marie Mel, a young business analyst in one of the leading business process outsourcing companies in the

Philippines.

While the people we met in the Philippines maybe a diverse group of ICT professionals, they have one united goal they want most to achieve and that is to be a part of Canada's ICT workforce and the ICT Labour Market. We learned firsthand how appreciative and grateful many of these professionals were to their sector council and its partners for their continuous support to the Internationally Educated Professionals in the Philippines.

Many of these professionals are being introduced to ICTC by the Canadian Immigration Integration Project (CIIP).

ICTC's Immigration Initiatives are aimed at improving the integration of IEPs into Canada's ICT workforce. The initiative is funded by the Government of Canada's Foreign Credential Recognition (FCR) program, one of the key components of the government's "Internationally Trained Workers Initiative" and Citizenship and Immigration Canada.

Canada



ICTC RESOURCE SNAPSHOT

OUTLOOK FOR HUMAN RESOURCES IN THE ICT LABOUR MARKET: 2008-2015

The report, which can be viewed on ICTC's website under Labour Market Intelligence, focuses on Canada's skills shortages in the critical Information and Communications Technology (ICT) sector.

ICT COMPETENCY PROFILES

The first Canadian model of its kind to identify national occupational profiles, ICTC's new ICT Competency Profiles give employers and educators the framework they need to create job profiles, target training and align curricula with real world industry needs —



enabling companies to not only seek out and hire the best-prepared ICT professionals but also retain them and continue to develop their abilities over time. Flexible and comprehensive, the ICT Competency Profiles

address the full spectrum of qualities and characteristics trained professionals need to succeed in a given role. Tied neatly into the National Occupational Classifications (NOCs), the framework provided by the ICT Competency Profiles, helps Canada's ICT sector strengthen itself strategically for a vital future.

IEP TECH NETWORK

ICTC's Immigration Initiatives launched the online community for internationally educated professionals, the IEP Tech Network. This online community will help you connect to other IEPs in your city, in your technical field, and from your home country. Check it out today.

The Outlook 2008-2015 Fast Facts for IEPs

- ICTC is projecting that from 2008 to 2015 we will need to recruit between 122,300 and 174,700 workers (15,300 to 21,800 per year) from all supply sources.
- The flow of internationally educated professionals (IEPs) with ICT qualifications, though still significant, has dropped off from 8,790 in 2005 to 6,693 in 2007, and may continue to decline.
- In 2006, internationally educated professionals (IEPs) accounted for 14.4% of employed workers in ICT occupations. This proportion ranged from a low of 5.5% in telecommunications carriers managers to a high of 23.9% for electrical and electronics engineers.

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