Developing Tomorrow's Workforce Today

Information and Communications Technology Council
Conseil des technologies de l'information et des communications

April 2008

A Guide for Internationally Educated Professionals to the Information and Communications Technology Sector

REPORT

Table of Contents

Note: The resources and links found in this guide are not the ownership of ICTC. ICTC is not responsible for the content, errors or opinions expressed on the websites. The links and resources provided below are not all-inclusive and are meant only to assist individuals in the preliminary stages of their search for a particular item.

Some website addresses/links may be difficult to enter. Should you encounter difficulties, we would like to suggest that you use a search engine to access the site and/or search by keyword on the site.

Introduction

About This Guide

The purpose of this guide is to provide an overview of the Information and Communications Technology (ICT) sector in Canada for Internationally Educated Professionals (IEPs). This guide contains useful resources and references to assist the reader in gaining a better understanding about the ICT sector labour market. It also provides helpful tips on how to seek employment in the Canadian ICT job market.

About ICTC

The Information and Communications Technology Council (ICTC)[1] is a not-for-profit sector council dedicated to creating a strong, prepared and highly educated Canadian ICT industry and workforce. ICTC is a catalyst for change, pushing for innovations that will provide skills definitions, labour market intelligence, career awareness and professional development for the Canadian ICT industry, educators and governments. ICTC also believes that increased career awareness and professional development is the pathway to a successful ICT sector. ICTC forges partnerships that will help develop the quantity and quality of ICT professionals needed to maintain and improve Canada's position as a leader in the global marketplace.

To achieve these goals, ICTC focuses on four main areas that are proven building blocks for a healthy, successful and forward-looking ICT sector:

1. **Skills Definition** – defining the skills required to be a professional in the ICT sector.
2. **Labour Market Intelligence** – providing up-to-date statistics and analyses of human resource developments in the ICT sector.
3. **Career Awareness** – providing programs and tools to explore the career possibilities in Canada's ICT sector.
4. **Professional Development** – dedicated to continuous learning for ICT workers so they can maintain and improve their skills sets and increase their opportunities within the sector.

ICTC involves industry expertise and perspective in all their programs and activities. The Council utilizes industry's knowledge in developing, implementing and analyzing strategies and initiatives. ICTC invests in industry by including stakeholders on the board of directors, expert panels, steering committees and in all ICTC research.

ICTC Website: **www.ictc-ctic.ca**.

The IEP Initiative At ICTC

ICTC's IEP Integration Initiative is aimed at improving the integration of Internationally Educated Professionals (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". Through the FCR program, the Government of Canada is working with provincial and territorial governments, licensing and regulatory bodies, sector councils, employers and many other groups who have jurisdiction over certain aspects of FCR.

ICTC's Labour Market Intelligence research indicates that IEPs are currently under-represented in Canada's ICT sector, and could play a vital role in ensuring that we continue to compete and innovate in today's global economy. ICTC's research also shows that IEPs—whether they are seasoned professionals, recent graduates or currently employed outside their field—are particularly well positioned to fill vital roles in Canada's ICT sector. To do so, however, they must be able to overcome existing barriers, including: lack of information about the ICT labour market and processes prior to immigration; settlement and job search challenges; lack of awareness around workplace culture and communication; challenging systemic employment practices and attitudes; and insufficient support in the workplace.

The goals of the IEP initiative include developing a nationally recognized, competency-based self-assessment tool for IEPs, creating bridge-to-work and mentoring processes to address the skills needed to integrate IEPs into the Canadian ICT sector, and introducing informational and communication tools for IEPs, small- and medium-sized businesses and organizations working with IEPs.

Websites

ICTC's IEP Initiative
www.ictc-ctic.ca/en/Content.aspx?id=100

Canada's Foreign Credential Program
http://www.hrsdc.gc.ca/en/workplaceskills/credential_recognition/index.shtml

[1] ICTC was known as the Software Human Resource Council (SHRC) prior to October 2006

The ICT Sector in Canada

What is ICT?

Information and Communications Technologies (ICT) include goods and services that process, transmit or receive information; this include technologies related to software, hardware, computer services, telecommunications, microelectronics, e-business, e-learning, e-health, wireless, multimedia and digital entertainment, as well as emerging technologies such as photonics, intelligent systems, open source software, life sciences, and digital imaging.

What is the ICT Sector?

The Information and Communications Technologies (ICT) sector is a non-regulated sector that encompasses all companies and organizations that develop goods or services that process, transmit or receive information. The ICT sector in Canada consists of the following sub-sectors[2]:

ICT Services:

- Software and Computer Services (software publishers, computer systems design, and data processing)
- Telecommunications Services
- Cable and other Program Distribution

ICT Manufacturing:

- Computer Equipment Manufacturing
- Communications Equipment Manufacturing (including wired and wireless)
- Audio and Video Equipment Manufacturing
- Electronic Component Manufacturing
- Instruments Manufacturing
- Communication Wire and Cable Manufacturing
- Commercial Industry Machinery Manufacturing

ICT Wholesaling, Rental and Leasing

These companies produce goods and deliver services that cut across many industries including:

- Software and Computer Services
- Telecommunications (both wired and wireless)
- Microelectronics
- Multimedia and Digital Entertainment
- Security
- Intelligent Systems
- Photonics
- Life Sciences

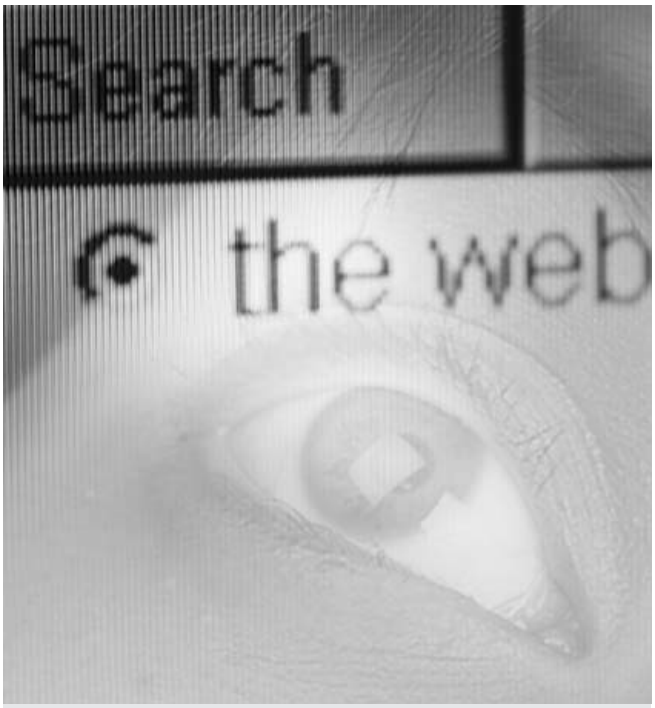
[2] Based on the North American Industry Classification System (NAICS)

Sources

Industry Canada information on ICT sector
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/Home

Industry Canada ICT sector profile
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it07229e.html

Defining the ICT sector
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it05097e.html



Canadian innovations

JavaScript™ and the XML computer language, the world's first ultra-high-speed optical research network, and the world's first photonics-based, light-activated therapeutic drug.

Source: http://www.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it07120e.html

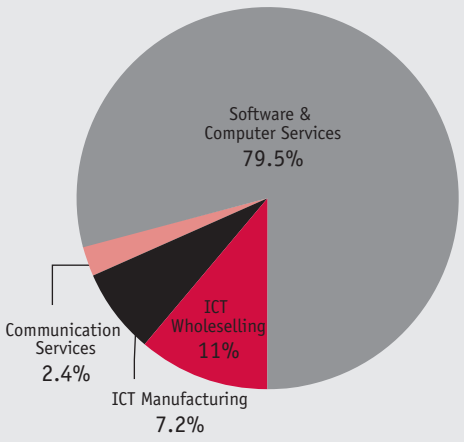
Key Facts About the ICT Sector

Canada is a significant player in the global ICT industry and is one of the most cost-competitive nations in the world including the G-7 group of countries.[3] Among some of Canada's innovations—the "Canadian firsts"—are: JavaScript™ and the XML computer language, the world's first ultra-high-speed optical research network, and the world's first photonics-based, light-activated therapeutic drug. Canada has an excellent educational and research infrastructure that fosters innovations which often translates into new opportunities for the ICT sector in the global market place.

Canada's ICT sector has about 32,000 companies that employ over 600,000 skilled ICT workers generating revenues estimated at $140.5 billion. The following are some key facts about Canada's ICT sector based on information published by Industry Canada (see source documents below):

— Of the 32,000 companies in the ICT sector, software and computer services companies represent 80%, followed by ICT wholesalers at 11%, and ICT manufacturing at 7.2%.

Figure 1: Companies by ICT Sub-sector, 2006



Source: Industry Canada, Canadian ICT Statistical Overview

[3] The G-7 group of countries are: Canada, United States, Japan, Germany, France, United Kingdom, and Italy

— Between 1996 and 2007, total annual revenues for the entire ICT sector increased by $44.5 billion, a 45% increase at a compounded annual growth rate (CAGR) of 4.3%.

— The ICT services sub-sector revenues led the entire ICT sector in annual revenue growth, reaching a value of $78.2 billion in 2006. Revenues in the services sub-sector have grown continuously since 1997, and have more than doubled (104%) in value over this time. Growth in ICT services is led by growth in the cable and satellite TV and internet service providers, data processing services, and the telecommunications services industries.

— Since 1997, ICT research and development (R&D) spending has grown at an average rate of 5.5% per year, compared to some 6.1% for total Canadian private sector R&D. Total ICT R&D spending is estimated at $5.7 billion in 2006, with the largest increases attributed to the software, electronic components, and communications equipment industries.

It should be noted that in addition to the ICT sector, which includes manufacturers, wholesalers, and service providers of information and communications technologies, Canada has a large number of people who are employed in the information technology departments of companies that use technology in industries such as financial services, insurance, retail, health, and many others. It is estimated that there are another 600,000 IT employees in Canada in addition to those employed directly in the ICT sector.

Sources

ICTC Current Snapshot of the Canadian ICT Labour Market (April 2007)
http://www.ictc-ctic.ca/uploadedFiles/Labour_Market_Intelligence/Snapshot%20Current%20State.pdf

Industry Canada ICT sector statistical reports
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it06155e.html

Industry Canada ICT sector profile
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it07229e.html

Getting Into the ICT Sector

Employment in the ICT Sector

Based on Industry Canada statistics and the latest research by ICTC, over 600,000[4] Canadians are employed in the ICT sector, representing about 3.6% of all Canadian employment. In addition, user industries which represent companies that use technology as an enabler to their business, employ another estimated 600,000 IT workers. The following are some key facts about employment in the ICT sector (for more details, go to source documents below):

- The number of ICT workers continued to grow at a steady pace with the ICT services sub-sector contributing to most of the growth with over 407,000 employed, accounting for approximately 71% of all ICT sector employment. All industries, except internet service providers and computer systems design, contributed to the employment growth recorded in this sub-sector. over 71,700 Canadians were self-employed in the ICT services industries in 2006, mostly in computer systems design. Self-employed workers in the ICT services sub-sector represent between 16% and 20% of the total sub-sector employment since 1997.
- Approximately 89,000 people were employed in the ICT manufacturing sub-sector. This sub-sector appeared to be following a longer-term trend that had seen ICT manufacturing employment decreased by 24% since 2000. The only exception to this trend was in the wireless communications industry, where moderate growth was observed.
- The Canadian ICT sector has a highly educated work force, with 41% of all workers having a university degree, which is higher than the national average of 23%.
- ICT sector unemployment rate is low, standing at 1.9% compared to the 2006 national average of 6.1%.
- ICT workers are also well compensated. These workers earned on average $56,465 in 2006, which is 45% more than the economy-wide average of $38,848. Employees in the software and computer services industries are the most highly paid at an average of $61,884 in 2006.
- 95.5% of jobs in the ICT sector are full time positions as opposed to part-time. 92% of jobs are permanent as opposed to contract, temporary, or term positions.
- The industries that employ the most ICT workers include: professional services, scientific and technical services, manufacturing, information and culture, public administration, finance and insurance.

10 Facts about Canada's ICT Sector

1. ICT includes all advanced technologies—software, hardware & emerging technologies
2. ICT is a non-regulated sector
3. Canada has 32,000 ICT firms
4. There are over 600,000 employed ICT workers
5. ICT accounts for approximately 3.6% of Canadian employment
6. Almost ¾ of ICT workers earn over $41,000 per year
7. 75% are under 44 years of age
8. Approximately 75% of ICT workers are male
9. The sector contributes $139 billion in revenues and $65 billion or (5.9%) to Canadian GDP
10. Ontario has the highest number of ICT workers, followed in order by Quebec, the Prairies, British Columbia and the Atlantic provinces.

[4] ICTC Labour Force Survey, February 2008 - 624,058 employed in the labour force (not including hardware occupations)

TIP - Wages & Salaries

Robert Half Technology 2008 Salary Guide
http://roberthalftechnology.com

Service Canada – Search Wages and Saleries
http://www.labourmarketinformation.ca/standard.asp?ppid=43&icode=E

Sources

ICTC Current Snapshot of the Canadian ICT Labour Market (April 2007)
http://www.ictc-ctic.ca/uploadedFiles/Labour_Market_Intelligence/Snapshot%20Current%20State.pdf

ICT sector employment
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it05840e.html

Industry Canada ICT sector profile
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it07229e.html

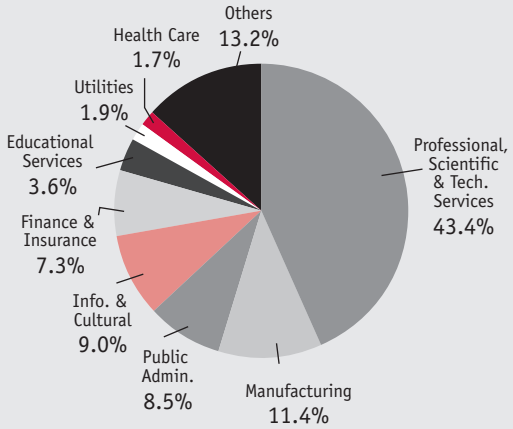
ICT Employment outside the ICT Sector

It should be noted that the ICT sector is not the only sector that employs ICT workers. In Canada, information technology is an integral part of the day-to-day operations of every company, regardless of size. Almost all large and mid-size businesses have their own information technology department that employs ICT workers.

The companies that employ ICT workers in their IT departments span across all industries including financial services, insurance, public service, pharmaceuticals, manufacturing, retail, etc. These companies provide a lot of job opportunities for the ICT worker. For a list of the largest companies in Canada, visit: http://www.financialpost.com/magazine/fp500/charts/data1.html

ICT workers can be found in most sectors of the economy as technology is used in almost every sector. Below is a chart that shows the distribution of ICT workers in other economic sectors.

Figure 2: Industry Distribution for All IT occupations December 2007[5]



Source: Statistics Canada. (Labour Force Survey, 2007) Custom Tables, 3 Month Rolling Average

[5] ICTC Labour Force Survey, December 2007, http://www.ictc-ctic.ca/en/content.aspx?id=426

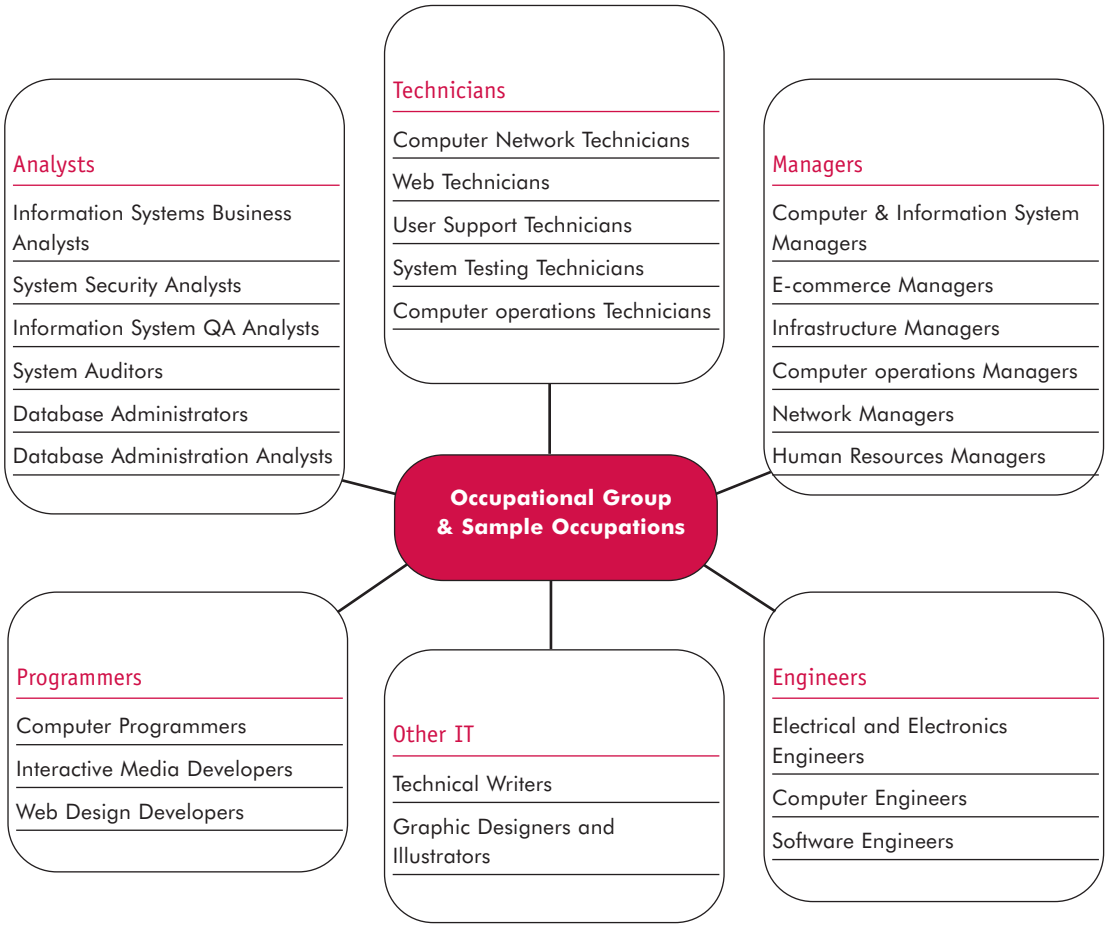
Who are ICT Workers?

People who work in the ICT sector belong to a large number of occupational groups including:

Sources

ICTC Labour Market Intelligence
http://www.ictc-ctic.ca/en/Content.aspx?id=80

Jobs in IT today
http://www.discoverit.org/



Where do ICT Workers Work?

The regions where ICT workers go to work are spread across Canada. There are a number of ICT industries that are clustered in certain geographical regions. Each region is well supported by local governments in fostering the development of the ICT sector with extensive research and development activities.

Region	Key Industry Clusters
All of Canada	Security technology which includes authentication, biometrics, internet security, cryptography, and wireless security
Prince Edward Island	New media in television and animation production
Newfoundland and Labrador	E-business, e-learning, and marine communications which include e-portal, distance learning, knowledge management, marine safety and security, and ocean technology
New Brunswick	E-business and e-learning—e-portal, knowledge management, e-learning research
Nova Scotia	E-business, new media, telecommunications, software solutions
Montréal Area	E-business, new media, photonics, telecommunications including manufacturing, consulting, data processing and network services, to research and development
Québec City	Photonics—R&D in optics/photonics
Ottawa	Software, telecommunications, photonics, e-business, data storage, business intelligence, wireless technologies
Toronto Area	E-business, new media, software, wireless, telecommunications
Hamilton	E-health, biotechnology, advanced manufacturing (including steel)
Waterloo Region	Software, wireless communications, microelectronics and information technology (ICT) services
Winnipeg	New media in film and television, publishing, e-health (distance medicine),
Southern Ontario	Microelectronics such as heart pacemakers, cellular telephones, handheld wireless devices, camcorders and motor vehicle controllers
Saskatchewan	Software, call centre/data processing operations, geographic mapping systems, atmospheric remote sensing
Northwest Territories	Telecommunications, satellite, frame relay and networking technologies
Calgary	Wireless applications/products range from telecommunications and data transmission applications, through wireless LANs, cell phone location technology, to GPS for agricultural applications.
Edmonton	Software including e-commerce solutions
Vancouver	New media in digital content, photonics, and wireless technologies

Source

ICT sector clusters by geographical region: http://strategis.ic.gc.ca/epic/site/ict_c-g_tic.nsf/en/h_tk00293e.html

Canadian ICT Workplace Culture

To become a successful ICT professional, ICT workers need to interact with a lot of different types of people and deal with various situations in the workplace. This section provides some insights into Canadian workplace culture to help IEPs to become more effective at the workplace.

Dressing for Work

Most Canadian ICT workplaces adopt what is commonly known as a *business casual* or a *smart casual* dress code which generally includes clothing that are more relaxed and informal. While the definition of business casual varies from company to company, it is worthwhile to take note of the following:

- Avoid wearing jeans unless the company's dress code allows jeans explicitly.
- Avoid wearing clothes that are too revealing or too tight-fitting such as tank tops, low-cut trousers, etc.
- Avoid wearing clothes that have rude or offensive language or symbols.

Punctuality

Being on-time is always important at any workplace. Some helpful tips to ensure punctuality are:

- Plan ahead to ensure that you account for the extra time needed to arrive at your meeting such as travel time, time spend in traffic, wait time for public transportation, etc.
- If you require preparation time before a meeting, such as setting up a projector for a presentation, make sure you take that into account to allow the meeting to start on-time.
- Avoid running overtime on meetings that would cause you to be late at the next meeting.

Social Conversations at Work

In addition to professional discussions, it is also important to be an effective communicator in social conversations. Some helpful hints for social conversations at work are:

- Stick to general topics such as travel, sports, hobbies, and avoid topics which may be controversial or uncomfortable such as politics, personal matters, gossips and rumours.
- Humour should be used with caution. Be sensitive to humour that may be offensive to others such as race, culture, religious beliefs, and political views.
- Respect the official language (usually English or French) that is used at work even for social conversations—this is also a good way to improve your language skills.
- When you get to know someone better, people may share their feelings and personal views with you. Make sure you respect people's confidence in you and keep the information to yourself.

10 Tips for Working in ICT

1. Expand your personal network → join networking events and user groups.
2. Distinguish/Market yourself—highlight your technical skills and your professional, teamwork, leadership, communications and business skills.
3. Seek out a mentor in ICT.
4. Search for work that keeps your ICT skills current.
5. Have your resume reviewed, and adapt it to the position you are applying for.
6. Prepare for interviews in advance by reviewing the organization and the reasons why you would work well there.
7. Take enhanced language and communications training for the workplace.
8. Look for ICT jobs in non-traditional ICT sectors.
9. Always have a positive attitude when networking and meeting people.
10. Research Canadian ICT workplaces

Display of Emotions

It is important to avoid displaying extreme emotions in a professional workplace such as anger, open confrontations, laughing loudly, shouting, or using abusive language.

Dealing with Supervisors

The way managers and their staff interact in a Canadian workplace tends to differ from many other countries in the world. Some useful hints are:

- Canadians tend to address their supervisors informally by first name unless the customs and traditions at the workplace dictate more formal greetings such as Mr., Mrs., etc.
- Most employers in the ICT sector encourage participation from employees in the decision making process. When asked for an opinion on a particular subject matter, feel free to contribute your views but make sure that such views are fact-based, and are directly relevant to the matter being discussed.
- It is important to show initiative in Canada when working with employers.

Handling Objections and Criticism

It is inevitable that you will encounter disagreements in the workplace from your co-workers or your manager. Some helpful tips to deal with objections and criticism effectively are:

- Make sure you listen carefully and understand clearly what the criticism or objections are about before you respond. It is important not to interrupt while others are still speaking.
- In responding to objections and criticism, explain your views and opinions based on facts and your analysis, avoid speculation, conjecture, guesses that may weaken your reasoning.
- Try to see the merits in the objections and criticism by others to see if they can enhance and improve your own point of view. By incorporating the view of others, you will gain the support of others on your ideas. Be sure to acknowledge and give credit to those who contributed to your ideas.
- Avoid emotional displays such as raising your voice, anger, etc. in your response.
- If you still cannot gain the support of others after your explanation, offer to continue your research to find more facts and supporting information and return at a later time to present your ideas again with new information.
- If a final decision is reached by your manager or the team, give your full support to the decision even though it may not be based on your ideas.

Expectation of Employers

In addition to strong technical skills and subject matter expertise in the ICT field, employers expect employees to:

- Develop a good understanding of the business and not just focus on the technical aspects of the job.
- Maintain good working relationships among co-workers.
- Be flexible and adaptable to changes in the business environment.
- Take initiative in assuming additional duties if your time and capabilities allow you to do so.
- Be loyal to the company and to your colleagues, and act with integrity and fairness.

Expectation of Employees

A successful company must cultivate a culture where employees are motivated to stay with the company. To maintain satisfaction at the job, employees also have expectations of their employers. Employees expect their employer to:

- Provide equitable and market competitive compensation and benefits.
- Create and maintain a safe and pleasant work environment.
- Recognize their contributions to the company and reward outstanding performance.
- Provide timely and regular feedback on performance.
- Provide ongoing professional development.
- Inform them of changes in the company that impact employees.

Source

Canadian Cultural Information – The Centre For Intercultural Learning
http://www.intercultures.ca/cil-cai/country_overview-en.asp?ISo=CA&lvl=8

Seeking Employment in the ICT Sector

Getting Canadian Accreditation

For those IEPs who intend to practice as an engineer in Canada, it is important to know that engineering is provincially regulated. To practice as an engineer in Canada, you need to have your academic and professional qualifications assessed for Canadian equivalency. Most employers will verify academic credentials to assess Canadian equivalency as part of their recruitment process when hiring engineers. Therefore, it is important to have formal proof of your credentials in case prospective employers ask for them.

CICIC assists individuals, employers, professionals and organizations regarding foreign credential recognition and the assessment of diplomas and qualifications in Canada.

http://www.cicic.ca/

Source

Foreign Credentials Referral office:
http://www.credentials.gc.ca/about/index.asp

Foreign Credentials Recognition Program
http://www.hrsdc.gc.ca/en/workplaceskills/credential_recognition/index.shtml

Where to Find Job Openings

There are a number of channels through which you can find job openings in the ICT sector including companies and organizations outside the ICT sector that have IT departments. Many companies do not advertise job openings, which results in a "hidden job market". Below are some ways to search for work:

- Use your network of friends or acquaintances; you may be able to connect with prospective employers who may not advertise their job openings formally, but instead, look for referrals from their own employees.
- Join job-finding clubs through the immigrant-serving agencies.
- Research companies that you'd like to work for and contact them for information about the company.
- Attend career/job fairs for ICT workers.
- Review career sections in local newspapers.
- Visit company websites for job openings and career opportunities.
- Research your regional labour market and become informed.
- There are a number of major Internet based recruitment and placement firms that provide services to match a company's job openings to job seekers who post their resumes on their site.

TIP - WHEN CONTACTING EMPLOYERS FOR INFORMATION...

Do not send your resume or ask for a job. Spend time asking questions about the company, what it does—you want to find out if this is the type of company where you would like to work in the future.

Helpful Hints on Building your Resume

Most professionals know how to write a resume. A good resume is written with the prospective employers and hiring managers in mind. The following are some helpful hints for building your resume:

- **The most important first page** – Imagine if you were the hiring manager or human resources personnel who has to review a large number of resumes to arrive at a short list of people to contact for an interview. Chances are, the reviewer will do a quick scan of the resumes to narrow the search down to fewer resumes. A resume that contains a first page that catches the attention of the reviewer will stand a better chance of being more

thoroughly reviewed. Ask yourself the following question: "If I have to summarize all my qualifications, experience, and strengths on one-page, what would I include?" Some suggestions on what to include in the first page of your resume are:

- Your career objective in one or two sentences.
- Highlight of your work experience, including your accomplishments such as major projects, track record, etc.
- Academic and professional qualifications, indicate Canadian equivalency if they have been formally assessed and accredited.
- Key personal strengths which include both technical strengths and other soft skills such as communication skills, team work, leadership qualities, etc.

— **Avoid too many acronyms** – A common habit of ICT workers is to include a lot of acronyms on the technology and projects they have worked on. While a certain amount of acronyms may be essential, be sure to include a brief description for those readers who may not be familiar with the acronym.

— **Demonstrate understanding of the business** – In describing your experience and the projects or prior work assignments, make sure you also include descriptions about the business purpose and benefits of the work you have done. Technical merits alone do not appeal to prospective employers since technology is commonly seen as an enabler of business.

— **Demonstrate soft/professional skills** – It is also useful to include in the description of your experience areas where you have demonstrated your strength in non-technical skills such as your interactions with the business, team work, presentations, communications, your ability to adapt to changes, your initiative, your interpersonal skills, etc.

— **Differentiate yourself** – Include in your resume things that you believe will distinguish you from others who may be applying for the same job. This may include accomplishments you are proud of such as innovations, inventions, awards, etc.

— **Tailor your resume to the job** – Every job has somewhat different requirements and prospective employers may put different emphases on the importance of certain skills and attributes. Make sure you read the job requirements carefully and tailor your resume to highlight your strengths that are relevant to that job and that employer.

See Appendix A for an example of a resume.

The following are some helpful hints for job interviews:

— **Before the interview:**

- Research information about the company including the nature of the business, the market, its customers, recent news.
- Review the job description and requirements for the job—write down a list of your own strengths that fit the job requirements.
- Likewise, write down those requirements of the job which you may not have direct experience or sufficient knowledge. Conduct some research into these areas to see if the skills required are similar to those you already have. For example, most programming languages would be similar and should not be difficult to learn quickly on the job.
- Write down a list of questions that you think would be asked at the interview and prepare answers for them. A good approach would be to build an inventory of questions and answers from prior interviews and use your experience to modify the answers over time to suit the job requirements.

- Find out exactly where you need to go to for the interview. In addition to the address, find out:
  - Which floor you should go to.
  - Who to ask for when you arrive.
  - The names and titles of those whom you will be meeting.
- It is customary to dress more formally for interviews. This would mean wearing a jacket and a tie for men, and a dress suit or pant suit for women.
- Plan to arrive at the interview 10 minutes early to allow time for you to settle down before the meeting starts.
- First impressions are important, therefore proper hygiene, minimal cologne/perfume, and professional appearance are important.
- When you first meet the interviewer, it is customary to firmly shake his or her hand with eye contact.

— During the interview

- Listen to the questions carefully and allow the interviewer to finish speaking before you answer. If you do not understand certain parts of the question, ask for clarification politely.
- Start with a short, direct answer to the question and then elaborate with details that are important and directly relevant to the question being asked.
- Maintain eye contact with the interviewer when you are listening and speaking. If you are interviewed by a panel of interviewers, make sure you maintain eye contact with each person from time to time.
- If you do not know a particular subject matter being asked, do not attempt to make up or guess at the answer. Tell the interviewer that this is not one of your areas of expertise, and indicate to the interviewer whether you think this is something that can be learned quickly on the job. Give examples of similar subject matters you have learned on prior jobs to demonstrate your ability to learn.
- Stay positive and do not talk negatively about previous employers.
- At the end of the interview, ask the interviewer what the next step is and ask whether you can follow-up at a later date on the status of the process.

— After the interview

- If you are given the contact information of the interviewer such as a business card, send the interviewer a short email to thank him/her for the opportunity to meet with them and being considered as a candidate for the job.
- If you are selected for the job, try to ask for feedback politely on the reasons why you are not selected. While some employers may not be willing to share such information, some interviewers may offer specific feedback which may become useful in your future job search.

- If you are not selected for the job, it means that the employer finds someone else that fits the job requirements better than you. Do not look at this as a personal failure. Every time you are selected for an interview, it gives you an opportunity to practice selling your skills and strengths, and find out areas that you need to improve on. Maintain a positive attitude and outlook, and move on to the next opportunity.

— **About telephone interviews** – A lot of times, the initial screening for potential candidates by the prospective employer comes in the form of a telephone interview. There are some important things to note:

  - The telephone number that you include in your resume should have a personal and confidential voice mail associated with it, ideally with your own personal greeting. This allows the prospective employer to leave the contact information for you to call back if you miss the call for whatever reasons.
  - For a scheduled telephone interview, it is important to note the following:

— Ask who should be initiating the call. Is the interviewer going to call you? or should you be calling the interviewer at a specified number.

— Use a land line rather than a cell phone if at all possible so that the call is not interrupted by poor reception.

  - Make sure your answers to questions are short and to the point. It is very difficult to convey too much information over the telephone and the interviewer may tune out lengthy answers.

Social Networking

The theory of "six degrees of separation" suggests that anyone in this the world can be connected to another person through a chain of no more than five other people who know each other.[6] Networking refers to the people who are connected to you via the social network. People in your "network" include your friends, family, co-workers, and even people you may have met at a function or gathering. Networking allows you to reach out to a larger group of people who may be able to connect you with job opportunities. Many companies encourage their employees to refer qualified people to job openings which can potentially lower the cost of recruitment. Some useful means of expanding your personal network include:

— Joining professional organizations or interest groups. The events organized by such groups often provide opportunities to connect with people who may be able to help you in your job search.

— If you know people who work in ICT companies or those companies who use technology extensively, ask if they will be willing to connect you with someone in the company who works in your related field of expertise. This person does not have to be a manager or the company may or may not have job openings. Ask for a meeting of an hour (or even 30 minutes) at a convenient time to them. Connecting with such people not only expand your network, but may also provide you with more ideas or tips on finding the right job.

— Seek out the organizations that provide mentoring services to new immigrants. A mentor in such situations is normally a person who works in some ICT related industries and is willing to volunteer his/her time to assist new immigrants in finding suitable employment and settle in their new environment in Canada.

[6] The theory was first proposed in 1929 by the Hungarian writer Frigyes Karinthy in a short story called "Chains."

Skills Upgrading and Development

There are many reasons that an ICT professional should upgrade his/her skills:

- Most employers support continuous learning and encourage their employees to upgrade their existing skills or acquire new skills. Some employers provide financial support to employees on certain types of professional development which can benefit the business of the employer directly.
- The required skills and knowledge in ICT industries change rapidly with technological advances. ICT professionals need to upgrade their skills regularly to stay relevant and competitive in their fields of expertise.
- Most IEPs can benefit from upgrading their language and communications skills required for ICT jobs.

There are many means to upgrading one"s skills in the ICT sector:

- Most universities and colleges offer continued education programs in many areas of study in ICT disciplines. Some of these programs also lead to formal academic accreditation.
- Some employers also provide financial support for employees to upgrade their existing skills or learn new skills. In some cases, employers offer internal training programs for skills and knowledge that are directly related to their business.
- An ICT professional can also finding opportunities to learn new skills or strengthen their existing skills while on the job. In fact, a lot of employers expect employees to be able to learn new skills while completing their work assignments.
- Books and professional trade publications are good sources for continuous learning. The Internet also provides extensive collections of information and material to allow the ICT professional to maintain currency on new developments in ICT industries.

10 Valuable Skills for Working in ICT

Having **"The Package"** of skills includes:

1. Of course, Technical Skills
2. Interpersonal Skills (Example: Teamwork, Delegation, Supportiveness, Assertiveness)
3. Communication Skills (Listening, Writing, Speaking, Negotiating Skills)
4. Language skills
5. Initiative and leadership
6. Understanding of business processes
7. ICT Workplace culture knowledge
8. Ability to handle and pre-empt risk
9. Multitasking capability
10. Strong problem-solving and analytical skills

The following table includes a list of core skills that employers look for in ICT workers:

Core Skill	Description
Technical skills	Technical skills include not only specific technologies, but general awareness of other technical disciplines that may impact your job. For example, a programmer needs to understand how source code control and change management in order to be fully effective.
Interpersonal skills	Interpersonal skills are those skills that are required to interact and communicate with people in business and social situations. Key interpersonal skills include the ability to work in teams, accepting responsibilities, resolving conflicts, assertiveness, supportiveness, and delegation.
Communications skills	This includes effective listening, writing, speaking, negotiating, and presentation skills.
Language skills	This is an individual's ability to use the working language (either English or French or both) effectively including proper grammar, effective vocabulary, etc.
Initiative, flexibility, and adaptability	This is an individual's ability and willingness to take on responsibilities, to adjust and accept changes and work with ambiguities.
Leadership skills	Leadership skills are not just a requirement for people in managerial positions. Very often, people with leadership skills and qualities may emerge as the leader in group situations such as brain-storming or problem solving sessions.
Understanding of business processes	To be fully effective in designing ICT products or solutions, the ICT professional should understand the business context and the processes involved in which the products or solutions are being applied.
Risk management skills	This is an individual's ability to anticipate and handle risks that may cause a negative impact to the business or the work assignment at hand. For example, to avoid project delays, a project manager will normally build in a small amount of contingency to the schedule in case certain tasks of the project are delayed for unexpected reasons.
Time management skills	This involves setting priorities, multitasking, tracking and following through, and getting the most value for time spent on any task or activity.
Analytical skills	This involves problem solving skills, understanding and organizing data, applying logic, etc.
Learning skills	This is an individual's ability to learn new skills or subject matters through various means, both formally (such as through continuing education) or informally (on-the job training).

Some Myths About the ICT Sector

This section provides some common misconceptions about finding employment in the ICT sector in Canada.

Myth – ICT jobs are only found in large companies.

Reality – Based on Industry Canada statistics, there are approximately 120 large companies with over 500 employees out of the 32,000 companies which make up the ICT sector in Canada. 81% of companies employ less than 10 employees, 14.3% employ 10 to 49 employees, and 2.6% of the companies have 50 to 100 employees. As such, there are many ICT jobs that are found in small to medium size companies in the sector.

Myth – ICT jobs are located only in the large cities in Canada.

Reality – As shown in one of the prior section of this guide (Where do ICT workers work?), Canada has many ICT clusters that are spread out across the entire country. With strong support from local governments to develop the ICT sector, many of the emerging ICT industries such as new media, photonics, microelectronics, security technologies are found across different parts of the country.

Myth – The ICT sector is shrinking in Canada as a result of global outsourcing.

Reality – Despite the down turn in global ICT industries in 2000, the ICT sector in Canada continue to grow at a healthy pace. This growth is led by the ICT services sub-sector which more than doubled in size in terms of revenue between 1997 and 2006. ICT sector employment remains steady at approximately 3.5% of all working Canadians. Between 1997 and 2006, the number of ICT workers rose from 439,000 to 572,000 and is ahead of the growth rate of other sectors in the general Canadian economy.

Myth – ICT jobs do not pay well.

Reality – 86.6% of IT jobs pay more than $31,000 a year. 41.7% of all IT jobs pay more than $62,500 a year and the fastest growing section of IT jobs is also the highest paying section. ICTC has shown that 15.1 per cent of all IT jobs pay more than $83,000 and the number of those occupations has more than TRIPLED since 2000.

Myth – Skills are important, attitude is not.

Reality – In a recent study ICTC found that only 31.4% of ICT employers surveyed considered General IT skills to be "Very Important". This compared to 53.6% for Personal Skills and 23.3% for Business Skills as being "Very Important" to ICT employers.

Myth – A large number of people are part-time and temporary workers.

Reality – According to ICTC's Labour Force Survey for october 2007 Labour Force study only 4.3% of all IT jobs are classified as part time. This is compared to 95.7% full time. Very little has changed over the years the LFS data from 2000 showed 4.4% of all IT occupations being classified as part time.

Myth – In ICT, only managers and directors need to come up with ideas, make decisions or take initiative when it concerns business objectives.

Reality – In Canadian workplaces, it is important for all employees to provide ideas and recommendations for decision even if they vary from supervisor's recommendations. Canadian employers encourage this form of participation and initiative.

Myth – All the technology jobs are in the ICT Sector.

Reality – A large per cent of IT jobs (41.4% to be exact) are with companies that operate in the ICT field. However, manufacturing companies make up 11.4 percent ICT workers, 8.3% of ICT workers are employed in Public Administration positions, 9.9% are Information and Cultural workers, 7.7 per cent of ICT workers find jobs with Finance and Insurance companies have 7.7, 3.7 of ICT workers work with educational services and one of the fastest growing areas of work for ICT workers is the Health care sector which currently employees 2.2% of ICT workers in Canada. (14.2 percent other)

Myth – Knowing technology is more important than understanding business.

Reality – Small and medium sized businesses make up a large portion of Canada's economy. These organizations thrive when they employ workers that can accomplish a wide-variety of tasks. Today, companies need workers who can work with cutting edge technology, then take it apply it to a product, play a role in the market testing and sell it to new clients as well as assist existing clients.

Myth – I need a computer science or computer engineering degree to get into the ICT industry.

Reality – It is true that 78.8% of all ICT workers have at least a college education. However, the diplomas and degrees found within the ICT sector are as varied as the needs of the industry. In any ICT company you will find people with computer science education working with MBAs, with English majors and Mass Communications graduates. The ever changing needs of the ICT sector and its companies means that the face of the industry is changing just as quickly.

Myth – Computer professionals work alone at their desk programming and do not interact with other workers.

Reality – A job in an ICT profession can take you wherever you want to go. Many positions require leading a team, heading meetings inside and outside the office. It can require working on-site with clients and developing and testing products around the world. Every industry is taking advantage of the global economy and the ICT industry is no exception. So many ICT applications are being used to help others communicate better, play harder and work more efficiently in Canada and around the world. The only boundaries to where an ICT career can take you are the limits of your imagination.

Myth – There are no jobs in ICT since the economic downturn.

Reality – ICTC's research shows there are currently more than 625,000 employees working in the ICT industry. This has now surpassed the number of employees working at the time of the 2000 boom. Also since the economic downturn in 2001growth of the ICT sector has outpaced the growth of the entire Canadian economy. Also, the unemployment rate is just over 2.0%. This is vastly better than the 5.8% unemployment rate across the country which by the way is a 33 year low for Canada.

Myth – All ICT-related jobs are being outsourced or offshored.

Reality – While outsourcing and offshoring occurs in the ICT sector the role of these practices are not as common place as one may believe. ICTC research shows the percentage of Canadian companies say that their business outsources some aspect of IT or business processes is approaching 50%. Also, the proportion of respondents indicating the outsourcing of IT or business functions is increasing. In the fourth quarter of 2005, only 36% of IT executives indicated that their business outsourced IT.

Due to various risk and potential loss in business control, many of the jobs that are outsourced and offshored are not the high-end jobs which require the business or personal skills that now shape success in the ICT industry.

Myth – All ICT job openings are advertised in newspapers, on the web, or at employment agencies.

Reality – With such a tight labour market employers can't always wait to advertise position openings. Many times people are hired through personal and professional networks such as word-of-mouth or professional ICT associations.

Also, one of the most successful ways to attain a position in the ICT industry is through on-the-job training or co-op programs offered by university or college ICT programs. ICTC is a strong advocate of these programs and the opportunities they provide to both employers and new employees.

Myth – It is important to email out as many resumes as possible to get a job in ICT.

Reality – It is important to tailor your resume and your objective to each job you apply for. It is also a good practice to keep track of the companies and the positions you have applied for so that when you are contacted for an interview either in person or over the phone, you have the context and specifics about the job requirements.

Myth – You don't need to prepare for an interview because they've already read your resume.

Reality – While prospective employers may have read your resume and would have some knowledge of your background, they are also interested in your views on how your experience would relate to the specific requirements of the job. It is important to be prepared and to anticipate the type of questions that may be asked at an interview.

Myth – The best-qualified people get the job based on education, skills and experience.

Reality – How you fit in an organization is important to employers, as well as your personality and attitude, so come prepared with a positive outlook and let them know how well you'll work with their teams.

Websites

ICTC Labour Market Intelligence
http://www.ictc-ctic.ca/en/Content.aspx?id=80

ICT sector employment
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it05840e.html

Industry Canada ICT sector profile
http://strategis.ic.gc.ca/epic/site/ict-tic.nsf/en/h_it07229e.html

ICTC - ICT Employer/Company Directory
http://www.ictc-ctic.ca

Potential employers in local communities across Canada
http://www.labourmarketinformation.ca/standard.asp?ppid=59&lcode=E

Useful Links and Resources

Coming To Canada

Government of Canada Resources

Canada International Website	Whether you are travelling or immigrating to Canada, preparing to do business in Canada, or want to know more about Canada and its role in the world, Canada International is a great source of information.
	Website: http://www.international.gc.ca/index.aspx
Going to Canada Website	Explore the Going to Canada Web site to discover links to information and services when planning a temporary stay or making Canada your new home
	Website: http://www.goingtocanada.gc.ca/index.aspx
Working in Canada Tool	This tool will help you identify the name of your occupation in Canada and provide you with a detailed labour market information report (containing job duties, skill requirements, wage rates, etc.) for a chosen location in Canada.
	Website: http://workingincanada.gc.ca/welcome.do?lang=en
Foreign Credentials Referral office	The Foreign Credentials Referral office provides information, path-finding and referral services to help foreign-trained workers succeed and put their skills to work in Canada more quickly.
	Website: http://www.credentials.gc.ca/

Citizenship and Immigration Canada (CIC)

	CIC was established in 1994 to link immigration services with citizenship registration, to promote the unique ideals all Canadians share and to help build a stronger Canada.
	Main Website: http://www.cic.gc.ca
	Things to consider before you apply to come to Canada
	http://www.cic.gc.ca/english/skilled/before-1.html
	CIC Applications & Forms
	http://www.cic.gc.ca/english/applications/index.html
	CIC Applications & Forms
	http://www.cic.gc.ca/english/information/applications/index.asp
	CIC Call Centre Services
	http://www.cic.gc.ca/english/contacts/call.asp
	Visa offices outside Canada
	http://www.cic.gc.ca/english/information/offices/missions.asp
	Provincial Nominee Program
	http://www.cic.gc.ca/english/immigrate/provincial/index.asp

CIC Resources for Temporary Workers & International Students

	Working temporarily in Canada: Special categories—Information technology workers
	http://www.cic.gc.ca/english/work/special-tech.asp
	Temporary Foreign Workers Guidelines (FW)
	http://www.cic.gc.ca/english/resources/manuals/fw/index.asp
	Studying in Canada
	http://www.cic.gc.ca/english/study/index.asp

Human Resources and Social Development Canada (HRSDC)

	HRSDC's mission is to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life.
	Main Website: http://www.hrsdc.gc.ca/
	Foreign Worker Program
	http://www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/index.shtml
	Facilitated Process in High Demand occupations and Hiring IT Specialists under Exemptions
	http://www.hrsdc.gc.ca/en/workplaceskills/foreign_workers/itexemp.shtml

Government – Provincial Immigration Information

If you are interested in settling or have settled in a particular province, you may find out more about the province below.

Alberta	Alberta government main web site
	http://www.alberta-canada.com/immigration
	Information Portal to Alberta's technology sector
	http://www.infoport.ca/it/bins/content_page.asp?cid=1911-1984
British Columbia	British Columbia government site
	http://www.ag.gov.bc.ca/immigration/bc/index.htm
	Invest BC – Information & Communications Technology
	http://www.investbc.com/ict.htm
Manitoba	Manitoba Immigration & Multiculturalism
	http://www.gov.mb.ca/labour/immigrate/index.html
	Information & Communications Technologies (ICT)
	http://www.gov.mb.ca/ctt/profiles/infocom/index.html
New Brunswick	Immigrate to New Brunswick
	http://www.gnb.ca/immigration/index-e.asp
	Information Technology
	http://www.gnb.ca/0356/english/work/it.htm
Newfoundland & Labrador	Immigration
	http://www.hrle.gov.nl.ca/hrle/immigration/
	Information and Communication Technology Infrastructure
	http://www.nlbusiness.ca/aboutnl/ict.html
Nova Scotia	Immigration
	http://www.novascotiaimmigration.com
	Nova Scotia Business Inc. - IT
	http://www.novascotiabusiness.com/en/home/locate/sectorinfo/technology.aspx

Ontario	Ministry of Training, Colleges and Universities
	http://www.edu.gov.on.ca/eng/general/postsec/openingdoors/immigrants.html
	Ministry of Citizenship and Immigration
	http://www.citizenship.gov.on.ca/english/
	Ontario Immigration
	http://www.ontarioimmigration.ca/
	Settlement.org - Providing information and answers to settle in ontario, Canada
	http://www.settlement.org/
	Ontario's ICT Industry
	http://www.2ontario.com/software/brochures/infotech.asp
Prince Edward Island	Immigration
	http://www.gov.pe.ca/immigration
	Technology PEI
	http://www.techpei.com/index.php3?number=69694
Québec	Immigration
	http://www.immigration-quebec.gouv.qc.ca/en/index.asp
	Information and communication technologies (ICTs)
	http://www.gouv.qc.ca/portail/quebec/international/general/commerce/secteurs_economiques/technologies_information_communications/?lang=en
Saskatchewan	Immigration
	http://www.immigration.gov.sk.ca/
	Information & Communications Technologies
	http://www.ei.gov.sk.ca/infotech
Northwest Territories	http://www.gov.nt.ca/

For information on immigration to **Nunavut** or **Yukon**, please visit their websites.

Provincial Nominee Program	If you wish to immigrate to one of Canada's provinces as a provincial nominee, you must first apply to the province where you wish to settle. The province will consider your application based on their immigration needs and your genuine intention to settle there.
	More information: http://www.cic.gc.ca/english/immigrate/provincial/index.asp

Immigration Law Firms

Below is a small sample of immigration law firms in Canada. For law firms specific to the region you are settling in, we recommend you use a search engine with the keyword "Canada immigration law firms" and the region.

Abrams & Krochak	The Canadian immigration law firm of Abrams & Krochak has been providing Canadian immigration services and has helped tens of thousands of clients from all parts of the globe to obtain Canada immigration visas since 1996.
	Website: http://www.akcanada.com

Campbell Cohen	Campbell Cohen is one of Canada's leading immigration law firms. The firm operates a network of Canadian immigration websites. The Canadavisa website is dedicated to immigration to Canada, and is a comprehensive source of information for emigration to Canada.
	Website: http://www.canadavisa.com
Green and Spiegel	Green and Spiegel is one of Canada's oldest immigration law practices.
	Website: http://www.gands.com
Greenberg|Turner (G|T)	G|T is a Human Resources Law Firm, provides multi-national corporations, financial institutions and technology-based companies with solutions that cover a broad range of international recruitment, assignment and immigration issues.
	Website: http://www.gt-hrlaw.com
Harvey & Associates	Harvey & Associates L.L.P. main goal is to ensure future clientele an acceptance and integration in Canada.
	Website: http://www.immigrationfirm.ca
Perley-Robertson, Hill & McDougall	Perley-Robertson, Hill & McDougall is a law firm that specializes in multi-disciplinary depth in the key industry areas of Technology, Life Sciences, Government Relations and Police Law.
	Website: http://www.perlaw.ca

Credential Evaluation/Assessment Services

If you are interested in getting your educational credentials & qualifications assessed against Canadian education standards, please contact the organizations below.

Canadian Information Centre for International Credentials (CICIC)

CICIC collects, organizes, and distributes information, and acts as a national clearing house and referral service to support the recognition and portability of Canadian and international educational and occupational qualifications.

Website: http://www.cicic.ca/

Alliance of Credential Evaluation Services of Canada

The Alliance ensures that individuals have access to fair and credible credential assessment services. Members of the Alliance follow principles of good practice that are consistent with international standards.

Website: http://www.canalliance.org/indexe.stm

Alberta, Saskatchewan, Northwest Territories

International Qualifications Assessment Service (IQAS)- IQAS provides an advisory educational assessment service which compares educational qualifications from other countries to provincial educational standards.

Website: http://www.advancededucation.gov.ab.ca/iqas/iqas.asp

British Columbia

International Credential Evaluation Service (ICES) - ICES evaluates formal for-credit educational programs of study for people who have studied in other provinces or countries and determines comparable levels in British Columbian and Canadian terms.

Website: http://www.bcit.ca/ices/

Manitoba

Academic Credentials Assessment Service-Manitoba (ACAS) - ACAS evaluates the education of people who have been educated outside of Canada and compares it to educational standards in Manitoba.

Website: http://www.gov.mb.ca/labour/immigrate/newcomerservices/7a.html

Québec

Comparative Evaluation Service/ Service des évaluations comparatives d'études

Website: http://www.immigration-quebec.gouv.qc.ca/en/education/comparative-evaluation/index.html

Ontario

World Education Services - Canada - WES evaluation converts educational credentials from any country in the world into their Canadian equivalents.

Website: http://www.wes.org/ca

For New Brunswick, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Nunavut or Yukon: You may contact any of the credential assessment services listed above.

other Assessment Services/Links

Academic Credentials Evaluation Service	**http://www.yorku.ca/admissio/aces.asp**
International Credential Assessment Service of Canada	**http://www.icascanada.ca/English/main.html**
Comparative Education Service	**http://www.adm.utoronto.ca/ces/**
Engineers Canada	**http://www.engineerscanada.ca**

New To Canada

In this section, you will find useful links and resources to assist you with settling in Canada.

Government

Citizenship and Immigration Canada Resources - Newcomer's Introduction Guide to Canada. Find out how to get the help you need and learn all about living in Canada.

Website: http://www.cic.gc.ca/english/newcomer/guide/

Human Resources and Social Development Canada Resources - Information on getting settled in Canada - Career Planning, Financial Benefits, Human Resources Management, Jobs, Labour and Workplace Information, Partnership Initiatives and Funding Programs, Social Insurance Numbers, and Training and Learning

Website: http://www.hrsdc.gc.ca/en/gateways/individuals/audiences/ncm.shtml

Canada Revenue Agency - This link provides information that applies only for the first tax year that you're a new resident of Canada for tax purposes.

Website: http://www.cra-arc.gc.ca/tax/nonresidents/individuals/newcomer-e.html

Settlement & Integration – National Resources

Association of Canadian Community Colleges (ACCC) - CIIP

CIIP is a project designed to help immigrants under the Federal Skilled Worker Program prepare for integration to the Canadian labour market while they are still in their country of origin completing final immigration requirements.

Website: http://ciip.accc.ca/

Canadian Workplace Culture (Centre for Intercultural Learning)

Answers to your intercultural questions from a Canadian and a local point of view.

Website: http://www.intercultures.ca/cil-cai/country_overview-en.asp?lvl=8&ISo=CA

Career Bridge

Career Bridge is an internship program for Internationally Qualified Professionals.

Website: http://www.careerbridge.ca

Centre for Canadian Language Benchmarks (CCLB)

CCLB is the centre of expertise in support of the national standards in English and French for describing, measuring and recognizing second language proficiency of adult immigrants and prospective immigrants for living and working in Canada.

Website: http://www.language.ca

Ethnic & Multicultural organizations

Below is a list of ethnic and multicultural organizations in Canada from Integration-Net, a communications, information and research tool to support the work of the Canadian settlement community.

Website: http://integration-net.ca/english/link_lien/

Immigrant Serving organizations across Canada

Canada has many organizations that provide services designed for newcomers to Canada. If you are settling in a certain region, these organizations are excellent resources for you. The CIC link below lists a large number of them.

Website: http://www.cic.gc.ca/english/resources/publications/welcome/wel-20e.asp

Language Training - LINC Assessment Centres

The Government of Canada, in cooperation with provincial governments, school boards, community colleges, and immigrant and community organizations, offers free language training across the country for adult permanent residents. Below is a list of Language Instruction for Newcomers to Canada (LINC) Program Assessment Centres

Website: http://www.cic.gc.ca/english/resources/publications/welcome/wel-11e.asp

Multicultural portal - Library and Archives Canada's (LAC)

The gateway offers targeted resources for information service providers who work with diverse communities, as well as entry points for new Canadians, educators, students, and researchers.

Website: http://www.collectionscanada.ca/multicultural

"Newcomers to Canada" DayPlanner

If you are a newcomer to Canada—or if you are considering Canada as your new home—the DayPlanner, and the Newcomers to Canada web site has been designed for you. The goal is to give you quick and easy access to things you need to know as you build your new life here, by the Canadian Foundation for Economic Education.

Website: http://www.cfeedayplanner.com

Province-Specific Resources

British Columbia Newcomers' Guide to Resources and Services

This guide has information you may need if you have recently arrived in British Columbia, Canada.

Website: http://www.ag.gov.bc.ca/sam/newcomers_guide

Going to Saskatchewan Portal

Explore the Going to Saskatchewan portal to discover links to services and information that will help you make our province your new home or plan a temporary stay.

Website: http://www.aee.gov.sk.ca/immigration/welcome/default.shtml

Immigrant Toolbox

This website brings together several resources for settling in Manitoba into one central location.

Website: http://www.immigranttoolbox.ca/

Mentoring Partnership

The Mentoring Partnership is an alliance of community agencies in the City of Toronto, Peel Region and York Region, who offer occupation specific mentoring to skilled immigrants.

Website: http://www.TheMentoringPartnership.com

Settlement.org

Information for Newcomers to ontario

Website: http://www.settlement.org

SkillsInternational.ca

SkillsInternational.ca is committed to full and relevant employment for all of Canada's immigrants. This web-enabled, searchable database of candidate profiles is dedicated exclusively to profiling the skills of immigrant job seekers in ontario.

Website: http://www.skillsinternational.ca

Taking steps to integrate successfully into Québec

Learning about Québec: Guide for successful integration

Website: http://www.immigration-quebec.gouv.qc.ca/en/informations/learning-quebec.html

Training and Educational Resources in BC

Programs for employment skills training, academic upgrading, and professional certification. Includes a list of programs that combine ESL and employment skills training.

Website: http://www.lookingahead.bc.ca/immigrant/index.cfm?id=27

Welcome to Alberta – Alberta Learning Information Service

Welcome to Alberta provides basic information about settling in Alberta for adult immigrants.

Website: http://www.alberta-canada.com/immigration/

About the ICT Sector

Technology Associations – National

Information and Communications Technology Council (ICTC)

ICTC strives to create a strong, aware, prepared and better educated Canadian ICT industry and workforce. ICTC is a catalyst for change, pushing for innovations that will provide labour market intelligence, life-long professional development and quality education and training for the Canadian ICT industry, educators, governments and the ICT workforce.

Website: http://www.ictc-ctic.ca

Canadian Information Processing Society (CIPS)

CIPS is a non-profit professional association for Information Technology (IT) practitioners in Canada.

Website: http://www.cips.ca/

Canadian Wireless Telecommunications Association (CWTA)

CWTA represents cellular, PCS, messaging, mobile radio, fixed wireless and mobile satellite carriers as well as companies that develop and produce products and services for the industry.

Website: http://www.cwta.ca

CANARIE

CANARIE's mission is to accelerate Canada's advanced Internet development and use by facilitating the widespread adoption of faster, more efficient networks and by enabling the next generation of advanced products, applications and services to run on them.

Website: http://www.canarie.ca

CATA*Alliance*

CATAAlliance's mission is to stimulate "Global Business Growth" through the forces of Canadian innovation and strategic partnership.

Website: http://www.cata.ca

Information Technology Association of Canada (ITAC)

ITAC's mission is to identify and lead on issues that affect the ICT industry and to advocate initiatives, which will enable its continued growth and development.

Website: http://www.itac.ca

Technology Associations – Provincial & Regional

Alberta Research Council

Alberta Research Council (ARC) is an applied research and development (R&D) corporation that develops and commercializes technology to grow innovative enterprises.

Website: http://www.arc.ab.ca

Association of Professional Computer Consultants (APCC)

APCC is a not-for-profit association committed to promoting the interest of independent computer consultants.

Website: http://www.apcconline.com

British Columbia Technology Industries Association (BC TIA)

BC TIA is a not-for-profit, member-funded organization that represents the technology industry of British Columbia.

Website: http://www.bctia.org

Calgary Council for Advanced Technology (CCAT)

CCAT provides a forum to enhance technology awareness, business development and networking for the advanced technology community.

Website: http://www.ccat.org

Communitech Association Inc.

Communitech is a member-based organization in driving growth and success in Waterloo Region's technology sector.

Website: http://www.communitech.ca

Digital Media Association of Alberta ("the DMAA")

The DMAA is devoted to promoting and connecting Alberta's thriving digital media companies.

Website: http://www.digitalmediaassociation.com

Fédération de l'informatique du Québec (FIQ)

The Fédération de l'informatique du Québec offers a range of information about the ICT industry in Québec.

Website: http://www.fiq.qc.ca

ICTAM - Information & Communication Technologies Association of Manitoba

ICTAM is a member-driven association representing the Information and Communication Technology industry in Manitoba.

Website: http://www.ictam.ca

Infoport.ca

Alberta's Portal to the Technology Sector.

Website: http://www.infoport.ca

Information Technology Association of Alberta (InfoTech Alberta)

InfoTech Alberta is the emerging voice of the Alberta infotech industry.

Website: http://www.infotechalberta.com

ITANS - Information Technology Industry Alliance of Nova Scotia

ITANS is a non-profit organization committed to promoting the growth and development of the information technology Industry in Nova Scotia.

Website: http://www.itans.ns.ca

ITAP - Innovation and Technology Association of Prince Edward Island

A non-profit organization dedicated to growing and developing the Prince Edward Island technology industry.

Website: http://ww.itap.ca

IT London

Industry-led, Information Technology focused, community-wide advisory council with representation from companies and organizations in the IT industry in London, ontario. Site includes a directory of local businesses.

Website: http://www.infotechlondon.com

New Brunswick Software Process Improvement Network (N.B. SPIN)

N.B. SPIN is a non-profit organization that provides a forum for the free and open exchange of software process improvement experiences and ideas.

Website: http://www.nbspin.org

New Media BC

40-member association represents the BC companies who create, design, develop, and distribute new technology.

Website: http://www.newmediabc.com

Newfoundland & Labrador Association of Technology Industries (NATI)

NATI is the voice of the technology sector for the Newfoundland and Labrador.

Website: http://www.nati.net

Okanagan Science & Technology Council (OSTEC)

OSTEC promotes the economic and business development of the okanagan's science and technology sector, fostering human resource development and capacity building and facilitating access to capital.

Website: http://www.ostec.ca/

Ottawa Centre for Research and Innovation (OCRI)

OCRI is the rallying point for business, education and government to advance ottawa's globally competitive knowledge-based economy.

Website: http://www.ocri.ca

Ottawa Photonics Cluster

The Ottawa Photonics Cluster is an industry driven association. Its mission is to provide leadership in the ottawa photonics sector.

Website: http://www.ottawaphotonics.com/

Saskatchewan Advanced Technology Association (SATA)

SATA is a non-profit corporation aimed at bringing together small to medium sized Saskatchewan-based technology companies and organizations to develop and enhance the advanced technology sector in the province.

Website: http://www.sata.ca

TECHNOCompétences

TECHNOCompétences supports and promotes the development of labour and employment in Québec's information technology and communications industry in conjunction with industry partners.

Website: http://www.technocompetences.qc.ca

Vancouver Island Advanced Technology Centre (VIATeC)

VIATeC is a not-for-profit, industry-driven venture, which actively promotes and enhances the development of the advanced technology industry on Vancouver Island.

Website: http://www.viatec.ca

York Technology Association (YTA)

The YTA is a voice for everyone in York Region's tech circle - supporting business developers, innovators, suppliers, and providers.

Website: http://www.yorktech.ca

ICT Specific Resources

Backbone Magazine

Backbone magazine's aim is to provide business people with a tangible tool to enhance the way they do business in Canada's New Economy.

Website: http://www.backbonemag.com

Canada IT.com

CanadaIT.com is a source for the latest Canadian information technology careers, news, events, venture capital and company information.

Website: http://www.canadait.com

Canadian Technology Network (CTN)

CTN links federal and provincial government labs and agencies, universities, community colleges, industry associations, technology centres and economic development agencies. Together these organizations provide innovative Canadian companies with quick and personal access to expertise, advice and information about how to meet technology and related business challenges.

Website: http://ctn-rct.nrc-cnrc.gc.ca

Industry Canada - What's New in ICT

This site includes the most recent reports published by ICT Branch of Industry Canada. Also included are links to events and industry news related to ICT.

Website: http://strategis.ic.gc.ca/epic/internet/inict-tic.nsf/en/h_it00003e.html

IT World Canada

IT World Canada is an excellent source of online information for Canadian IT professionals.

Website: http://www.itworldcanada.com/

itmWEB

The itmWEB Site has a vast independent collection of tools, news, features, and resources built for information technology professionals.

Website: http://www.itmweb.com

Labour Market Information (LMI)

ICTC works with Statistics Canada and LMI experts to gather data and create reports on the ICT labour market in Canada. Visit "Labour Market Intelligence" on the site to view data and reports.

Website: http://www.ictc-ctic.ca

Techfiles

Techfiles provides the ability to search for Alberta based technology companies.

Website: http://www.techfiles.gov.ab.ca

Wired Women

Wired Women fosters a community that encourages women to explore opportunities and build successful careers that allow them to actively participate in the growing technology sector.

Website: http://www.wiredwoman.com

Career & Employment Resources

All Canadian Jobs

All Canadian Jobs focuses entirely on the Canadian market.

Website: http://www.allcanadianjobs.com

Brainhunter

Brainhunter is dedicated to helping employers and job seekers make best-fit connections.

Website: http://www.brainhunter.com

Canada Job Bank

View Canadian employment opportunities, site offered by Service Canada.

Website: http://www.jobbank.gc.ca

Canadajobs.com

A source for job search in Canada including "how-to" articles and tips.

Website: http://www.canadajobs.com/

CanuckCareers

CanuckCareers.com is a career portal for Canadian professionals to find new career opportunities and resources to help make their career ideas successfully work on the Internet.

Website: http://www.canuckcareers.com

ICT Company Directories (Industry Canada)

Links to Canadian company directories, distribution channels, supply sources and partnerships related to the ICT sector.

Website: http://strategis.ic.gc.ca/epic/internet/inict-tic.nsf/en/h_it06169e.html

IT Careers Canada

IT Careers Canada provides you a pertinent and accurate list of Information Technology companies listed alphabetically.

Website: http://www.it-careers.ca

JobFutures

Job Futures is a career tool to help you plan for your future. It provides useful information about occupational groups and describes the work experiences of recent graduates from various programs of study.

Website: http://www.jobfutures.ca

Jobshark

Search for new career opportunities in Canada's job market.

Website: http://www.jobshark.ca

Monster Jobs

For job seekers, Monster.ca provides a career network that you can rely on for your entire working life.

Website: http://www.monster.ca

Progress Career Planning Institute

Progress Career Planning Institute is a not for profit organization that enables individuals and organizations to achieve their full workplace potential by providing products and services in career development and cultural intelligence.

Website: http://pcpi.ca

Working.com

As part of the Canada.com network, Working.com is an employment resource for Canada.

Website: http://working.canada.com

Workopolis

Workopolis is one of Canada's leading providers of Internet recruitment and job search solutions.

Website: http://www.workopolis.com

Wages & Salaries

Robert Half Technology 2008 Salary Guide

http://www.roberthalftechnology.com/portal/site/rht-us/menuitem.e4ac4ca54cc4ad003ebda20c02f3dfa0/?vgnextoid=9f2d9926053d8010VgnVCM1000002d3ffd0aRCRD

Service Canada - Search Wages and Salaries

http://www.labourmarketinformation.ca/standard.asp?ppid=43&lcode=E

Appendix A – Resume Example

Resume of <Your name here>

Career objective

<List in one or two sentences, your career objective>

Cell Phone: +1.xxx.xxx.xxxx

Email: your.email@???.com

Positions Held (19xx-200x)

— <in this section, list the most recent positions you have held>

<the intention is to show reviewers a snapshot of your work history and promotions>

Education

<List your academic credentials including:

— Type of degree or diploma
— Year of graduation
— Education institute that granted the credential>

Key Personal Attributes

— <list your key personal attributes>
— <Examples are:
— Strong technical and analytical skills
— Good communication skills
— Adaptable, flexible, etc.>

Summary of Experience

√ <In this section, summarize your overall experience in a list of bullet points>

√ <It should include the number of years of experience you have in the ICT industry, including the industries that you may have strong experience in>

√ <List the key areas of your expertise such as technical expertise, project management>

√ <List the accomplishments such as major projects implemented, innovations and inventions, awards received, etc.>

√ <Include a bullet to describe how your work with people that reflects your interpersonal skills>

√ <If you have been in managerial positions, list the size and scope of your responsibilities such as: number of people managed and Budget size in dollar terms

√ <List your academic achievements such as scholarships received, awards received>

√ <List any papers or publications that you have authored>

√ <List any community involvement such as charities, volunteer work that you may have participated in>

√ <List any public speaking experience>

Employment History

<from month year – to month year>

<Name of company>

<Positions held – list all positions held to show promotions and adaptability>

Responsibilities:

— <List your detail responsibilities>

— <Descriptions should include the type of work, your responsibilities, the type of business that the company is in>

— <Provide a sense of the size and scope of the projects you have worked on>

— <Demonstrate your understanding of the business processes in the description>

— <Be sure to avoid too many acronyms>

Accomplishments:

— <List things like projects completed, any awards received, and in general, things that you are proud of>

<Add more sections of work history.....>

Technical Skills

< In this section, provide a detail list of the technology you have worked on, etc.

Personal Interests

< Employers like to know your personal interests such as hobbies outside of work to ensure that you are a balanced individual between work and life. In this section, list your personal interests and community involvement>

References

< If you have the contact information for people who have agreed to be your reference, list them here. Be sure to include the title and contact information of the individual. Also, the individuals you have listed should be aware that you have included their information in case a prospective employer calls or email them for more information about you>

< References do not need to be attached to your resume but you should have them available if you are asked.>

The Information and Communications Technology Council (ICTC) is a non-profit sectoral council dedicated to creating a strong, prepared and highly educated Canadian ICT industry and workforce. ICTC is a catalyst for change, pushing for innovations that will provide labour market intelligence, life-long professional development and quality education and training for the Canadian ICT industry, educators, governments and the ICT workforce. We forge partnerships that help develop the quantity and quality of ICT professionals needed to improve Canada's position as a leader in the global marketplace.

Information and Communications
Technology Council (ICTC)

116 Lisgar Street, Suite 300,
Ottawa, ON K2P 0C2
Phone: 613-237-8551
Fax: 613-230-3490

Email: info@ictc-ctic.ca

www.ictc-ctic.ca

Canada

This project is funded by the Government of Canada's Foreign Credential Recognition Program.