

# Operators struggle to retain staff and fill vacant positions

UII DATA REPORT 160 | NOVEMBER 2024

## SUMMARY

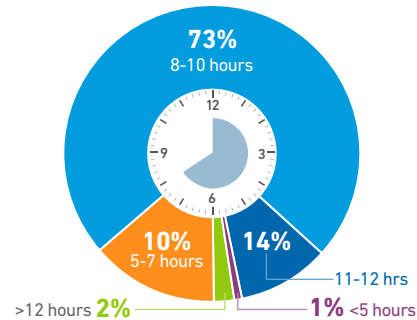
Most operators (69%) report losing staff in the last year. Of the employees who left, 41% did so in their first two years with the company. The most likely subset of employees to leave are those in junior and mid-level operations positions.

Operators are most likely to increase wages for operations management (49%) and junior/mid level staff (45%) in response to staff shortages.

Nearly a third of operators say their organization frequently extends shifts by two or more hours, and are increasingly reliant on contractors to cover staff shortages.

## Shifts of 8 to 10 hours are typical, but extensions are common

How long is a typical scheduled single-day shift for employees at your data center? (n=415)

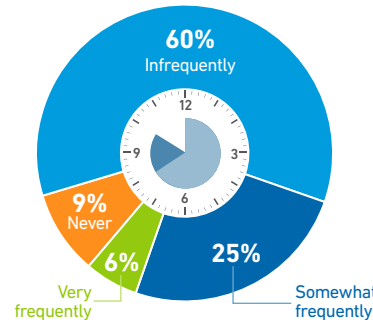


("Don't know" responses are not included.)

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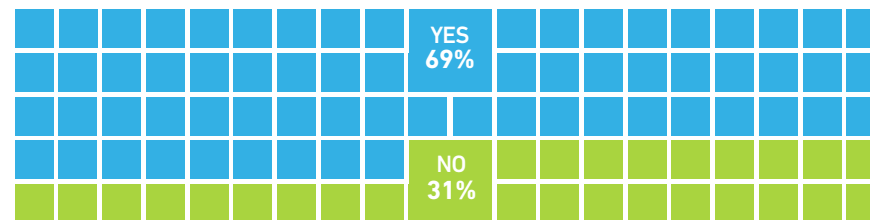


How frequently does your organization extend an employee's shift by more than 2 hours? (n=403)



## Most operators report staff turnover in the past year

Have any of your organization's data center employees left in the past 12 months? (n=381)



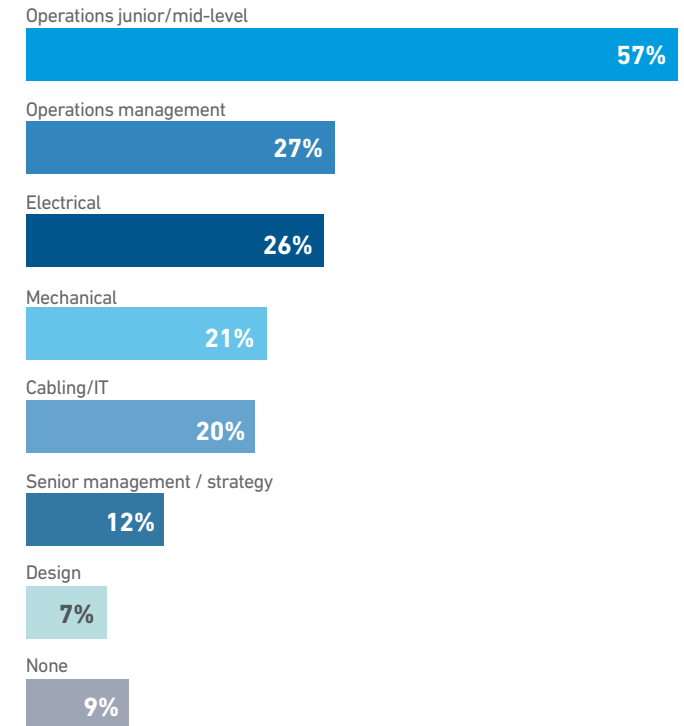
("Don't know" responses are not included.)

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## Operations staff have the highest staff turnover rate

Which roles in your data center have the highest rate of staff turnover? Choose no more than three. (n=399).



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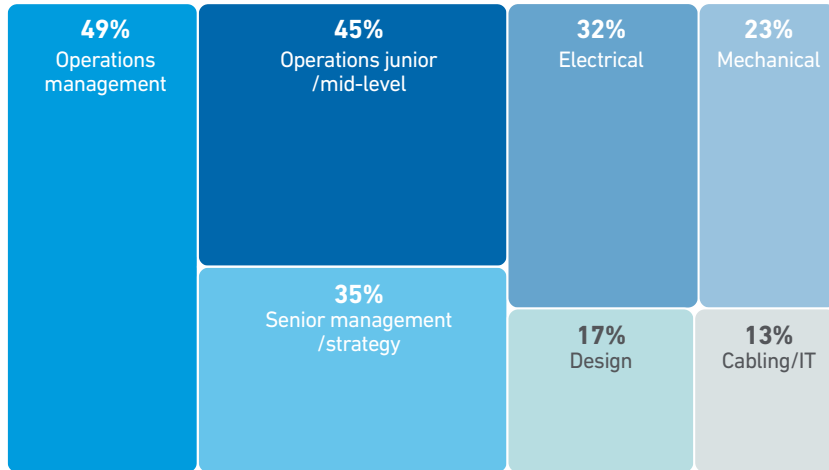


## ABOUT THIS SURVEY

The Uptime Institute Data Center Staffing and Recruitment Survey 2024 was conducted online in August 2024, and had more than 850 respondents. This report highlights some of the findings.

## Largest salary increases for operations positions

Which areas in your organization have seen the greatest increase in salary-related spending over the past 12 months? Choose no more than three. (n=217)

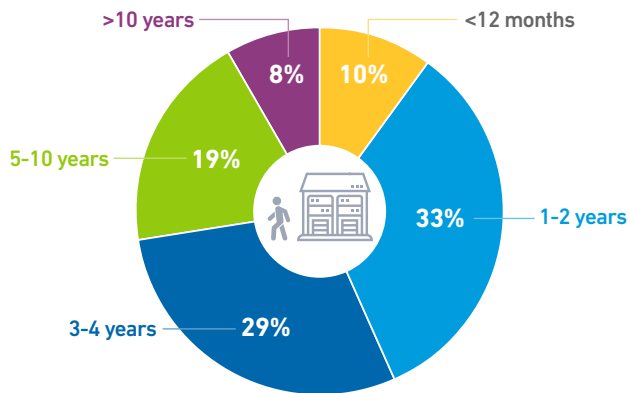


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## Most employees who left their jobs had been there less than 2 years

How long had the data center employees that left your organization in the past 12 months worked in your data center? (n=248)



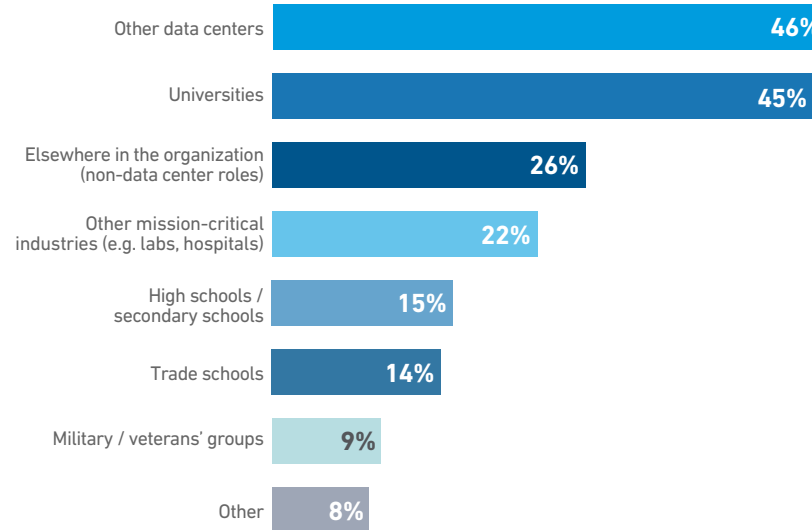
("Don't know" responses are not included.)

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## Other data centers are the most common source of talent

From which of the following labor pools has your organization hired the greatest number of new data center employees during the past 12 months? Choose no more than two. (n=406)

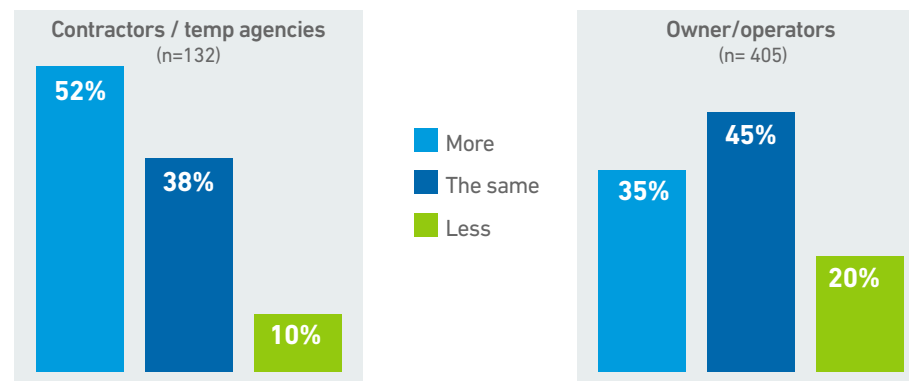


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## Contractor and temp agencies increase staffing levels faster than owner/operators

How would you characterize the number of new hires in your organization's data center(s) in 2024 compared with 2023?

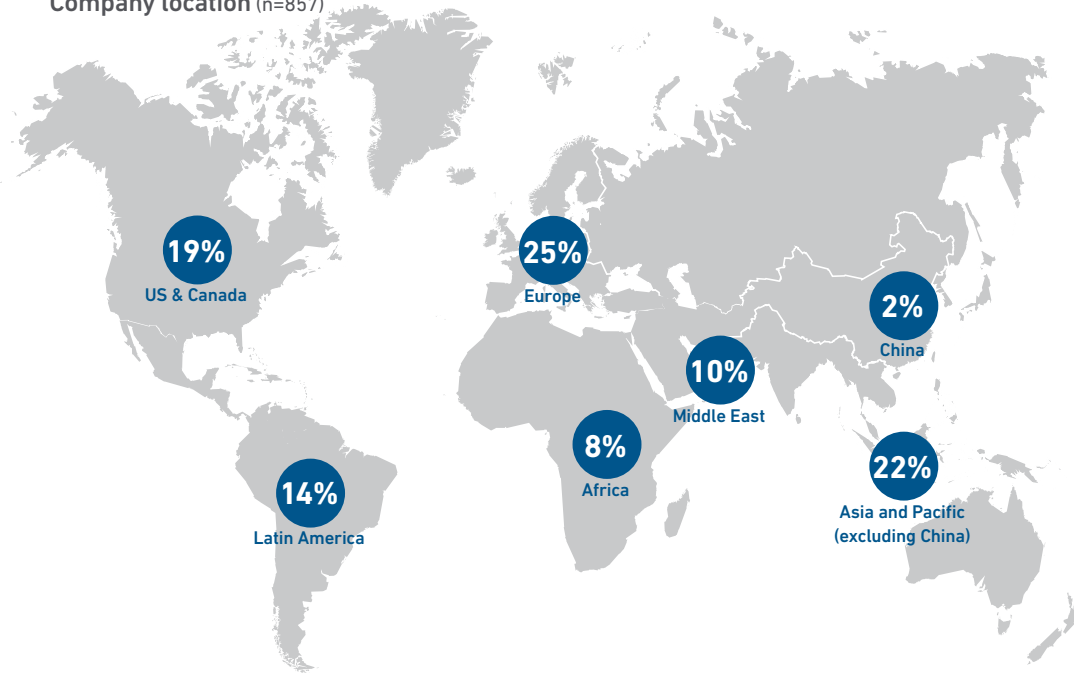


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## Demographics: Uptime Institute Data Center Staffing and Recruitment Survey 2024

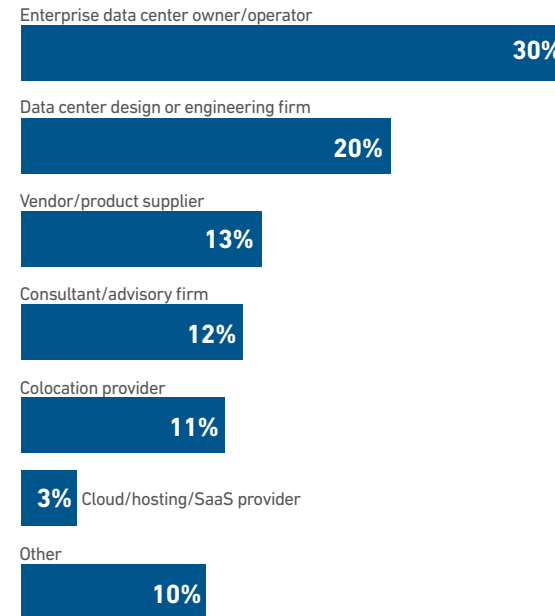
Company location (n=857)



Job description (n=724)



Verticals (n=855)



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### About Uptime Institute

Uptime Institute is the Global Digital Infrastructure Authority. Its Tier Standard is the IT industry's most trusted and adopted global standard for the proper design, construction, and operation of data centers – the backbone of the digital economy. For over 25 years, the company has served as the standard for data center reliability, sustainability, and efficiency, providing customers assurance that their digital infrastructure can perform at a level that is consistent with their business needs across a wide array of operating conditions.

With its data center Tier Standard & Certifications, Management & Operations reviews, broad range of related risk and performance assessments, and accredited educational curriculum completed by over 10,000 data center professionals, Uptime Institute has helped thousands of companies, in over 100 countries to optimize critical IT assets while managing costs, resources, and efficiency.

Uptime Institute is headquartered in New York, NY, with offices in Seattle, London, Sao Paulo, Dubai, Singapore, and Taipei. For more information, please visit [www.uptimeinstitute.com](http://www.uptimeinstitute.com)

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