

Staffing crisis persists as colos struggle to retain junior operators

UII DATA REPORT 186 | OCTOBER 2025

SUMMARY

Staffing and retention issues continue to put pressure on the data center industry. Both colocation and enterprise operators cite recruiting qualified staff as a top concern, according to the Uptime Institute Data Center Staffing and Recruitment Survey 2025.

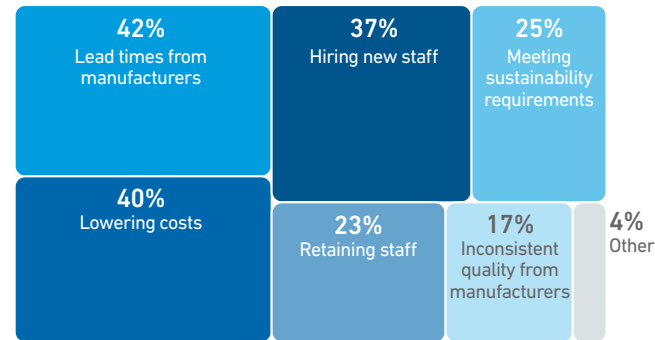
Junior-level facilities employees remain in the shortest supply and continue to experience the highest turnover rates. Historically, staff turnover and staff shortages have been more pronounced for colocation companies than for enterprises. This trend persists in 2025 — even as colocation companies offer more mentorships and shorter shift lengths than their enterprise counterparts.

ABOUT THIS SURVEY

The Uptime Institute Data Center Staffing and Recruitment Survey 2025 was conducted online from July 2025 to September 2025, and had 864 respondents. This report highlights some of the findings.

Hiring new staff is among top organizational challenges

Which of the following have been your organization's greatest challenges over the past 12 months? Choose no more than two. (n=318)

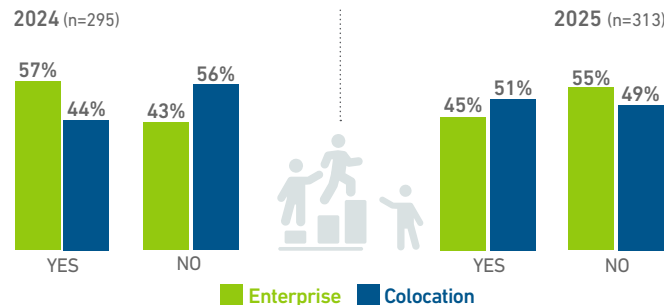


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Enterprise operators pare down mentorship programs

Does your organization have formal mentoring programs in place for its data center employees?



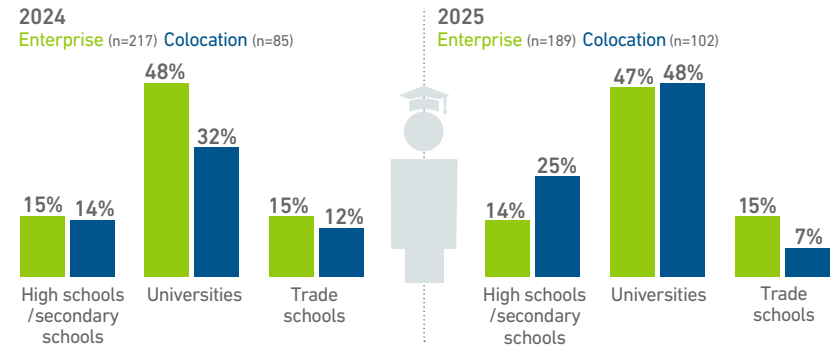
(Only colocation and enterprise responses included.)

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Colos recruit more from students than in previous years

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.



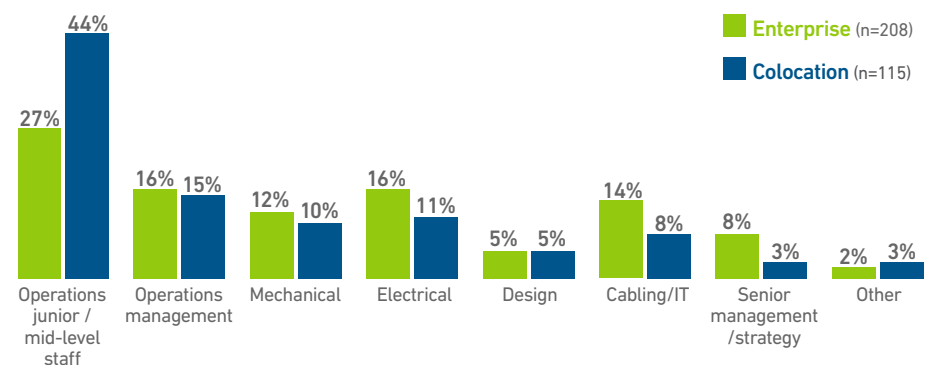
(Only three options included in graphic for year-on-year comparison)

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Junior/mid-level operators have highest turnover rates, particularly for colo

Which job roles in your data center would you say have the highest staff turnover rate? Choose no more than three.

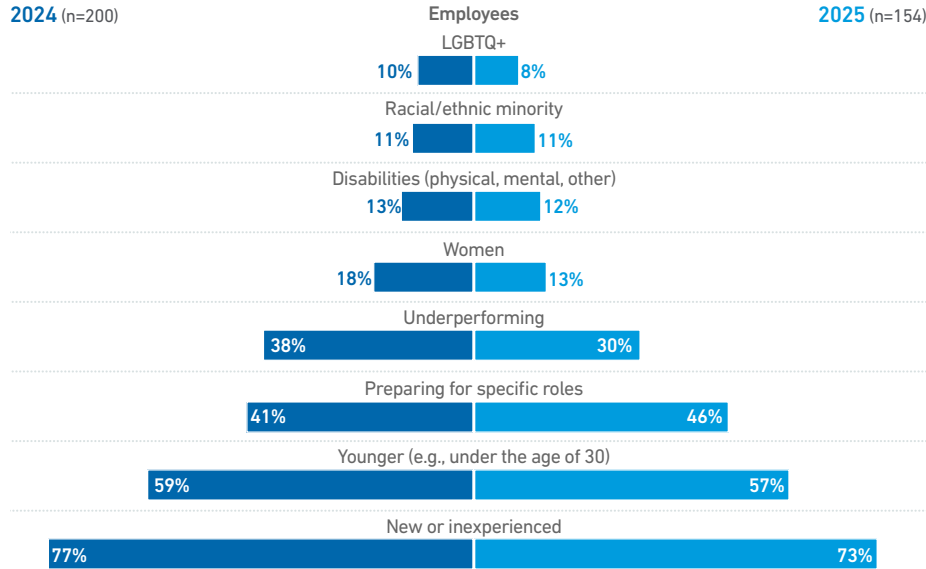


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Underperformers lose the highest proportion of mentorships

Which of the following groups of data center employees have formal mentoring programs? Choose all that apply.

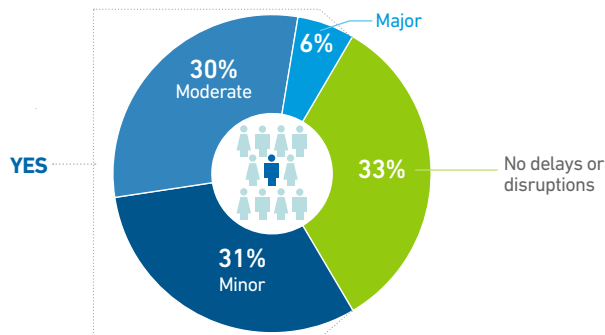


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Most say staff shortages are causing delays

Have staffing shortages in your customers' data centers caused delays or disruptions to your business? (n=253)

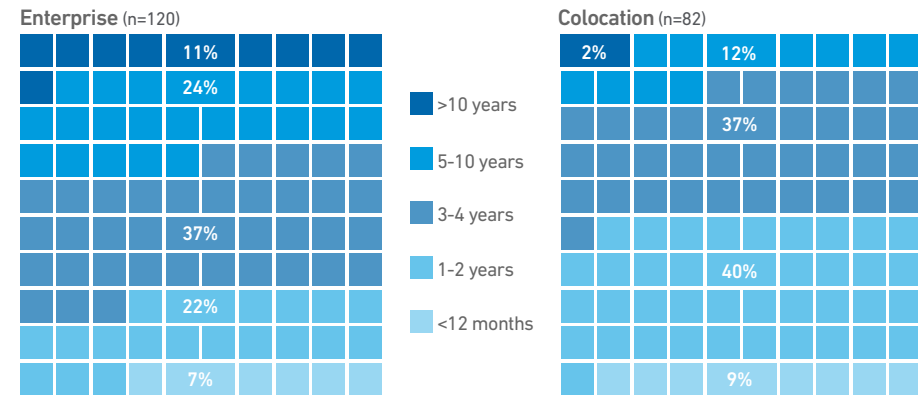


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Three-quarters of enterprise workers that left in 2025 were employed more than 3 years

For data center employees that left your organization in the past 12 months, how long would you say they typically worked in your data centers?

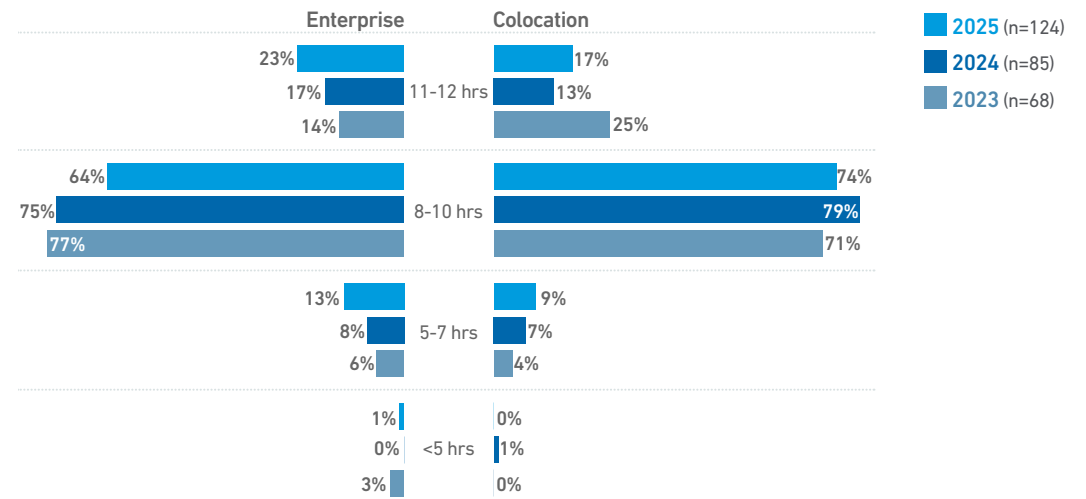


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Shifts lengthen for enterprise staff, but not colocation

How long is a typical scheduled single-day shift for your organization's enterprise/colocation data center employees?



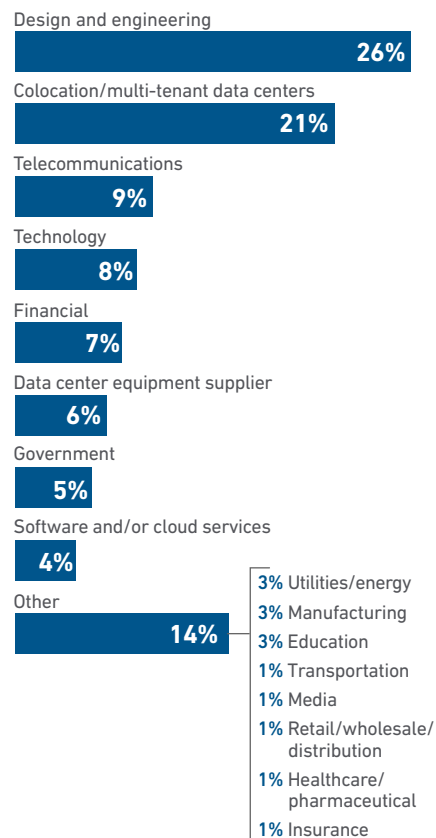
(Only colocation and enterprise responses included.)

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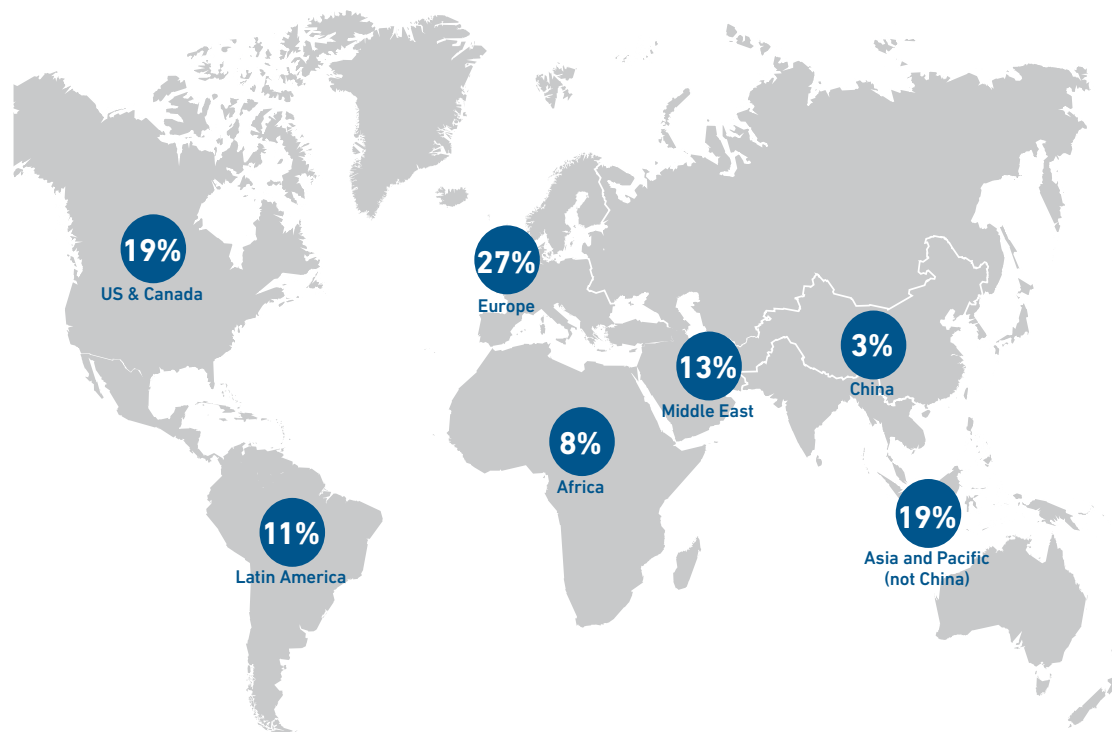
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Demographics: Uptime Institute Data Center Staffing and Recruitment Survey 2025

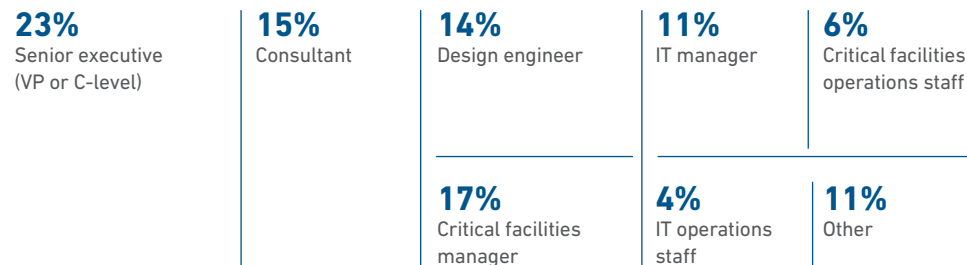
Verticals (n=665)



Company location (n=864)



Job description (n=669)



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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

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