

How We Achieved an 87.5% Fill Rate

for a Large Energy Company
While Building Trust &
Transparency

Case Study

phoenixstaff.com

Over the past several years, Phoenix Staff has partnered with a large Alaska-based energy corporation to fill critical IT leadership and help-desk roles. Since their founding, this company has grown into the largest locally owned and operated business in Alaska, managing five million acres of North Slope land, which is rich in oil, gas, coal, and minerals. They have done this by balancing business interests with stewardship of cultural and natural resources, delivering over \$2 billion in dividends directly to shareholders.



Challenge

Critical IT Hires Needed in a Tight Talent Market

Before engaging Phoenix Staff, this client had made several strategic investments in cybersecurity and digital transformation and needed ongoing talent acquisition efforts to support those initiatives. Because they were hiring in both Anchorage, AK, and Tempe, AZ, they needed to find people with both the necessary technical skills as well as the ability to thrive within each office's unique culture.

At the same time, the client required the ability to quickly scale up their on-site help desk support at their Anchorage headquarters; this in an IT talent market that is already tight. This required a staffing partner who could reach tap into their own candidate pipelines and build creative sourcing strategies to keep up with uneven demand.

Solution

In-Depth Intake to Find the Perfect Fit (and Fast)

Upon engagement, Phoenix Staff conducted in-depth intake sessions to understand not only the technical requirements of each role, but also the team dynamics, work environment, leadership expectations, and characteristics that separated an average hire from a long-term success story. For example, one position in the industrial division required a two-week-on, two-week-off schedule. Because our team took the time to understand the environment and the scheduling specifics, we were able to present the client only with candidates who could thrive in that environment (meaning they would stick around for the long haul).

This in-depth intake is the foundation of every role Phoenix Staff has placed for this client. By vetting both active and passive talent for technical and cultural fit, we found suitable candidates faster than a typical application process would allow. It also enables us to function as a true consultative partner, advising the client on realistic hiring timelines, reasonable compensation ranges, and expected friction during the process.



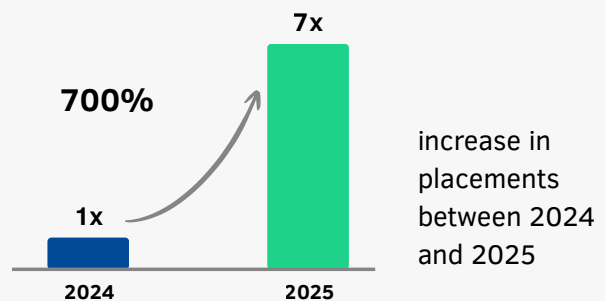
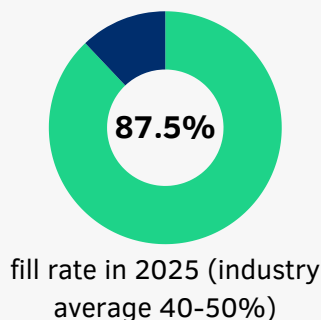
In one instance, the client was struggling to fill a network engineering manager role with specific knowledge and skills in Microsoft Azure. If the role remained unfilled, the client would incur undue risk exposure. After their initial candidate fell through, Phoenix Staff stepped in, advised the client on a reasonable price point for this position, and quickly found the right fit. This person has since gone on to lead independent projects and build out the organization's networking team.

Because Phoenix Staff worked relentlessly to build trust early our relationship with the client, we soon were introduced to another hiring manager; someone with a strong vision for a brand-new digital transformation team. We focused on understanding the person behind the hiring decision just as much as the position itself. Through detailed conversations about the hiring manager's vision for the team, culture, and long-term objectives, we developed a clear picture of the ideal candidate and established alignment on role expectations before the search began. The resulting match was so precise that the team needed to review only one candidate and conduct a single interview before extending an offer.

Outcomes

87.5% Fill Rate & Growing Client Trust

Throughout Phoenix Staff's multi-year engagement with the client, we have achieved the following outcomes:



- Continual staffing of the client's seasonal IT help desk teams in Anchorage
- Placing a Senior Cybersecurity Analyst (GRC & Network Security) to support the CISO's growing security program, including a time-sensitive compliance upgrade
- Building a degree of trust that the client expanded Phoenix Staff's support to include three new hiring managers in 2025
- Shifting the culture of the Anchorage help desk team, including a standout placement who brought broader technical range than expected, earning trust that opened the door for greener candidates down the line



At the core of our ability to drive these outcomes is a partnership rooted in trust, honesty, and hard-won expertise. Our shared success with the client illustrates what is possible when companies choose a true, consultative staffing partner vs. a transactional agency.



I am grateful to Phoenix Staff for the pivotal role they played in helping me secure my current role. Today, I am equally impressed with their dedication and professionalism as they assist me in finding the right candidate to join my team. Their process is thorough, and they ensure each candidate is well-prepared and carefully evaluated.

– Placed IT Professional



Phoenix Staff exceeded our expectations by delivering a truly outstanding candidate for our Sr. Cybersecurity Analyst for Incident Response position, who not only met but surpassed the technical and cultural needs of our organization. Their ability to understand our unique requirements and match us with top talent demonstrates why they are leaders in IT Security staffing. I would highly recommend Phoenix Staff to any organization seeking highly qualified, security-minded professionals who can make an immediate impact.

– Chief Information Security Officer

Ready to hire experienced IT talent who will expand your technical capabilities?

Reach out to Phoenix Staff for a consultation