Uptime Institute 2024 Data Center Staffing and Recruitment Survey

OCTOBER 2024

SUMMARY

Uptime Institue's 2024 Data Center Staffing and Recruitment Survey results show a continuing increase in data center new hires.

A total of 57% of survey respondents say their organization has increased it's salary-related spending,while only 6% report they have decreased spending.

Operations management and operations junior/mid level staff are the jobs roles with the greatest increase in salary spending. Junior/mid level jobs are also seeing the greatest increase in the use of temporary and contract workers.

The survey results reveal a year-over-year decline in programs to hire new entrants to the job market. A similar decline is seen in organizational mentoring programs for data center employees.
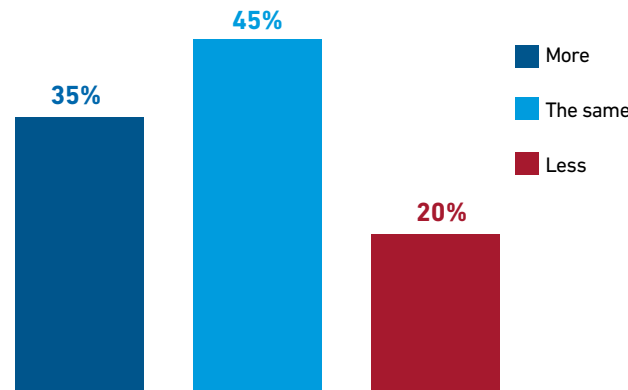
ABOUT THIS SURVEY

Uptime Institute's 2024 Data Center Staffing and Recruitment Survey was conducted between July 29, 2024 and September 2, 2024 and had a total of 857 data center industry respondents.

This report is based upon the results from 461 data center owner/operator respondents.

Data center new hires

I. How would you characterize the number of new hires (full or part-time payroll employees) in your organization's data center(s) at this point in 2024 compared with the same point in 2023? (n=405)
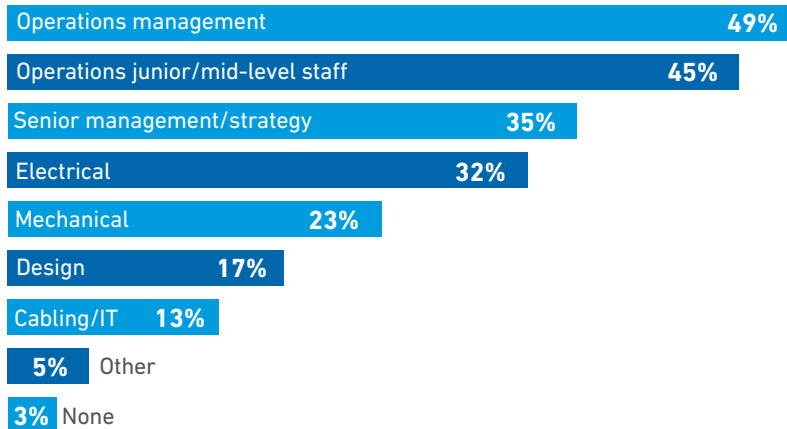

- More — 35%
- The same — 45%
- Less — 20%

Job roles seeing the greatest increases in salary-related spending

III. From the following data center job roles, which areas has your organization seen the greatest increase in salary-related spending over the past 12 months? Choose no more than three. (n=217)
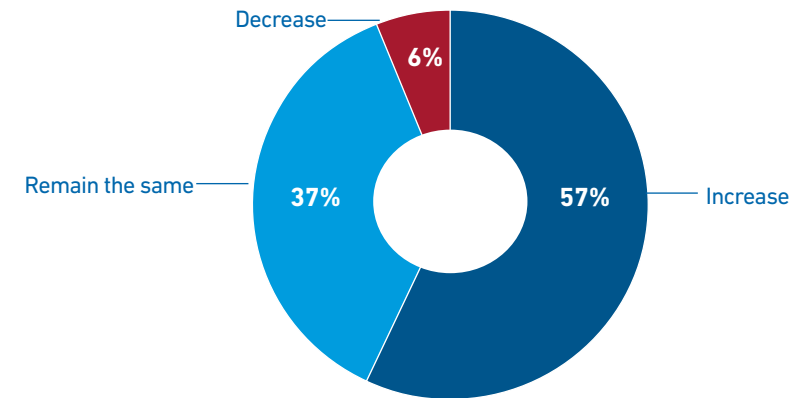
Job role	%
Operations management	49%
Operations junior/mid-level staff	45%
Senior management/strategy	35%
Electrical	32%
Mechanical	23%
Design	17%
Cabling/IT	13%
Other	5%
None	3%

Salary-related spending: past 12 months

II. Over the past 12 months, would you say your organization's overall salary-related spending has increased, decreased, or remained the same? (n=420)
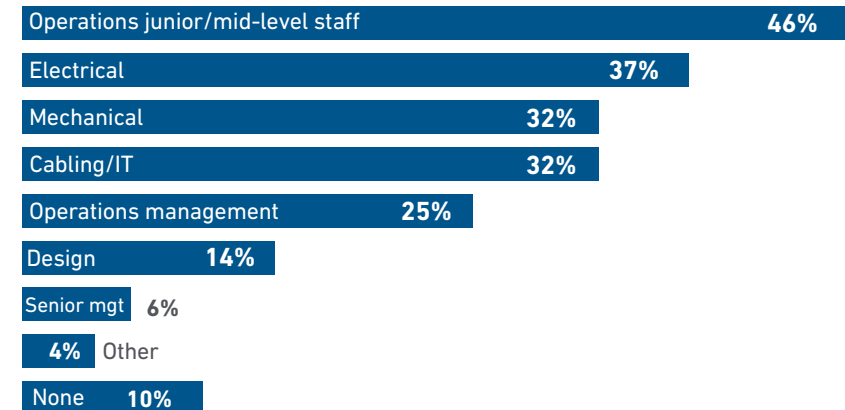

- Decrease — 6%
- Remain the same — 37%
- Increase — 57%

Greatest increase in temporary or contract workers

IV. For which of the following job roles has your organization seen the greatest increase in use of temporary or contracted workers? Choose no more than three. (n=244)
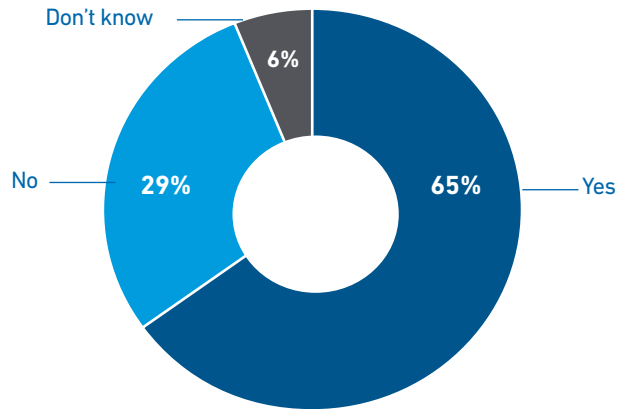
Job role	%
Operations junior/mid-level staff	46%
Electrical	37%
Mechanical	32%
Cabling/IT	32%
Operations management	25%
Design	14%
Senior mgt	6%
Other	4%
None	10%

Data center staff turnover

V. Have any of your organization's data center employees left in the past 12 months? (n=406)

- Don't know 6%
- No 29%
- Yes 65%

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Job roles with highest turnover rate

VI. From the following job roles in your data center, which would you say have the highest rate of staff turnover? Choose no more than three. (n=399)

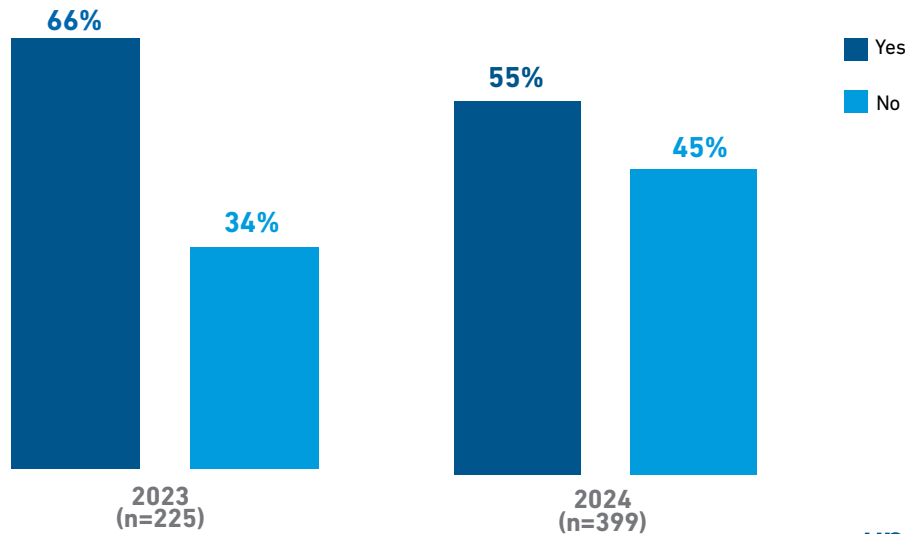| Job role	%
Operations junior/mid-level staff	57%
Operations management	27%
Electrical	26%
Mechanical	21%
Cabling/IT	20%
Senior mgt	12%
Design	7%
Other	5%
None	9%

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Initiatives/programs for new entrants to data center job market

VII. Does your organization have initiatives or programs in place to hire new entrants to the data center job market (e.g. recent graduates of colleges, trade schools, or training programs)?
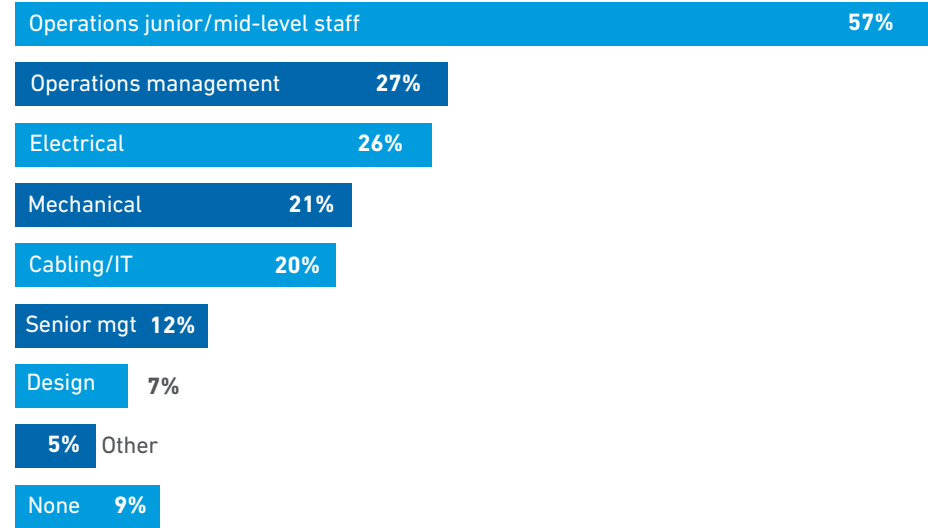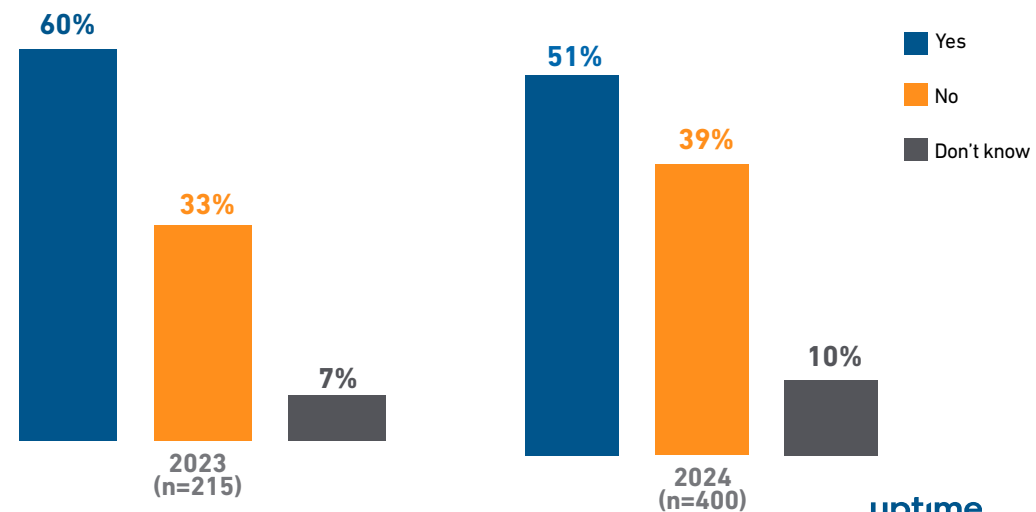

- Yes
- No

2023 (n=225): Yes 66%, No 34%
2024 (n=399): Yes 55%, No 45%

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Mentoring programs for data center employees

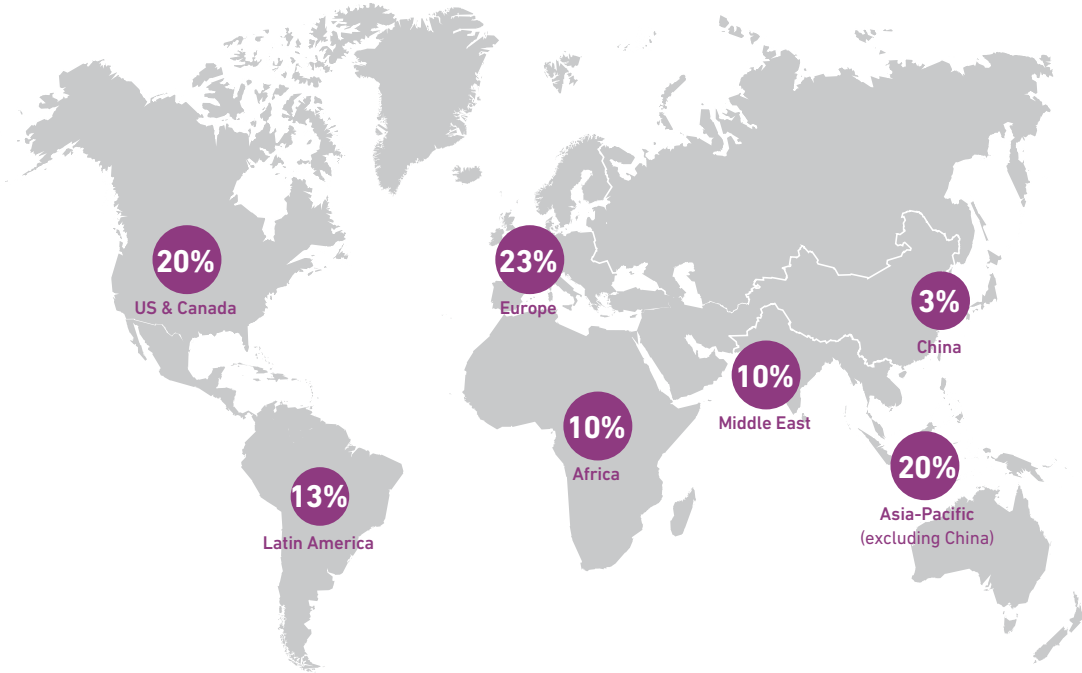**VIII. Does your organization have formal mentoring programs in place for its data center employees?**

- Yes
- No
- Don't know

2023 (n=215): Yes 60%, No 33%, Don't know 7%
2024 (n=400): Yes 51%, No 39%, Don't know 10%

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Data Center Owner/Operator Demographics

Respondents' location (n=461)

- **20%** US & Canada
- **23%** Europe
- **3%** China
- **10%** Middle East
- **10%** Africa
- **20%** Asia-Pacific (excluding China)
- **13%** Latin America

Digital infrastructure environment (n=459)

53% Enterprise data center owner / operator

9% Data center design or engineering firm

3% Vendor/product supplier

20% Colocation/data center provider

5% Cloud/hosting/SAAS provider

9% Other

Verticals (n=419)

- Colocation / multi-tenant data centers — **32%**
- Telecommunications — **15%**
- Financial — **11%**
- Design and Engineering — **8%**
- Technology — **7%**
- Government — **5%**
- Software and/or Cloud Services — **5%**
- Data Center Equipment Supplier — **3%**
- Education — **3%**
- Manufacturing — **2%**
- Retail/Wholesale/Distribution — **2%**
- Other — **7%**

Authors

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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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