

September 18th

Time: 5:30 - 8:00pm (registration at 5:00pm)

Location: Seresc - 29 Commerce Dr, Bedford, NH 03110

Cost: \$20.00 - Members/\$30.00 - Non-members (checks payable to HDI NNE)

Keynote Speaker:



Katherine Spencer Lee - Executive Director, Robert Half Technology

Katherine Spencer Lee is executive director of Robert Half Technology, a leading provider of information technology (IT) professionals on a project and full-time basis.

A graduate of Northern Arizona University, Ms. Lee has been with the company since 1995 and has more than 15 years of experience in information technology consulting services. Ms. Lee is a spokesperson, author of industry articles and frequent public speaker on IT staffing.

In her role as a nationally recognized authority on IT careers, Ms. Lee has guest hosted several live events on websites such as Monster.com, Techtarget.com and CareerPath.com. In addition, she is currently providing career insight and advice to Computerworld, CIOUpdate.com, Dice.com and Certification Magazine readers through her monthly columns.

With more than 100 locations worldwide, Robert Half Technology is a leading provider of technology professionals for initiatives ranging from web development and multiplatform systems integration to network security and technical support. Robert Half Technology offers online job search services at www.rht.com.

Topic: Staffing Strategies for the 21st Century

Technical support directors and managers are constantly being asked to do more with less. But how do you keep support center staffing costs low while still delivering outstanding customer service to end users? It's all in the staffing. In "Staffing Strategies for the 21st Century," Katherine Spencer Lee will examine how the 21st century help desk is evolving into a full-service support center, and how directors and managers need to balance the need to keep costs down and headcounts low while still delivering world-class support.