

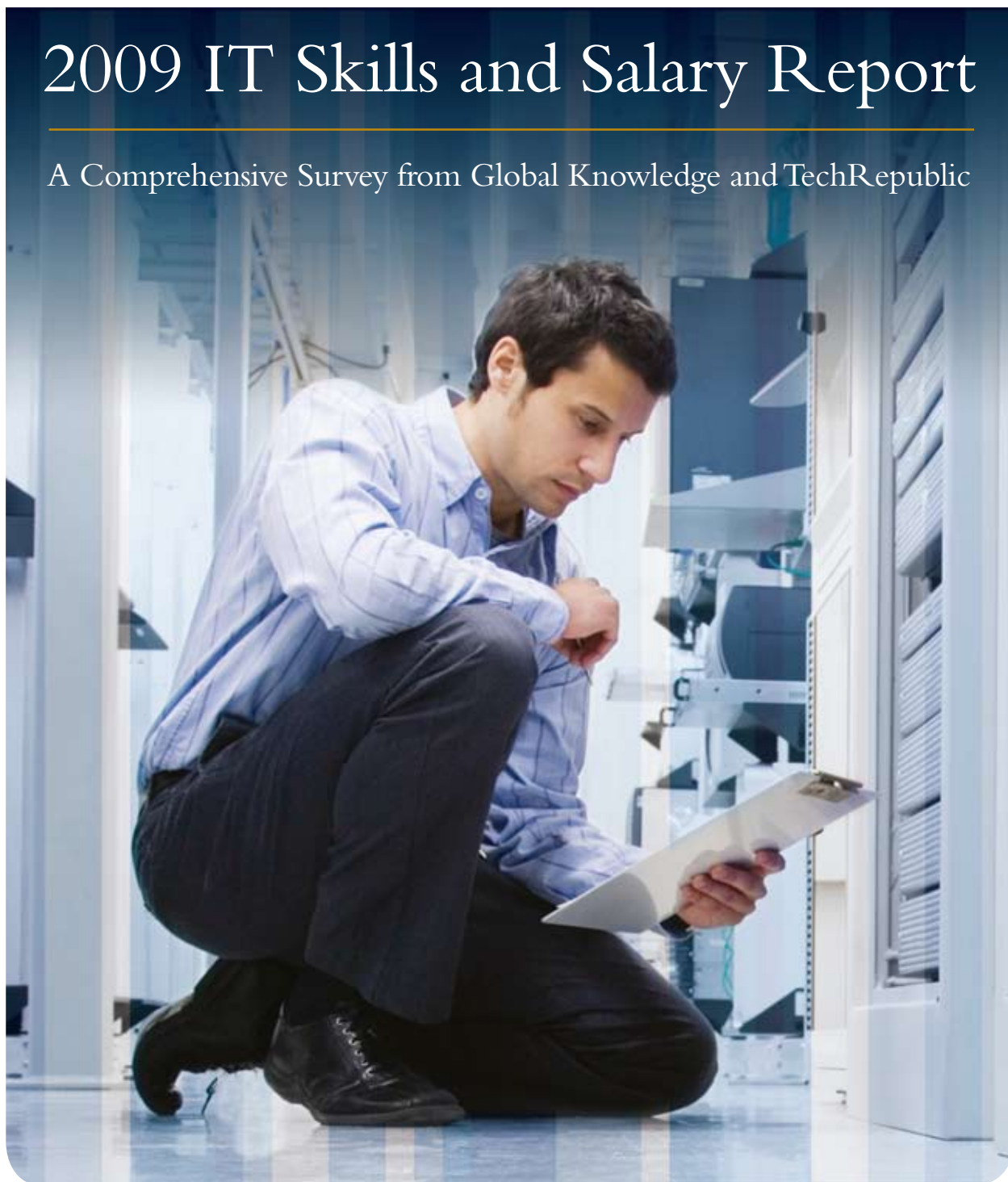


Global Knowledge™



# 2009 IT Skills and Salary Report

A Comprehensive Survey from Global Knowledge and TechRepublic



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## Introduction

For the second year in a row, Global Knowledge and TechRepublic have partnered to create a comprehensive IT salary survey. With over 14,150 responses, the 2009 report has turned out to be one of this year's most relevant and revealing salary surveys in the industry. (See page 7 for survey methodology.)

Despite the current economic pressures, the salaries of IT professionals did post a 10% gain over the results reported in our *2008 IT Skills and Salary Report*. In 2009, the average base salary increased from \$73,900 in 2008, to \$81,600. While the average base salary grew, the number of professionals who received raises and bonuses decreased slightly.

The average age and experience of survey participants revealed a slight change from last year, remaining fairly consistent overall. However, there was an increase in the education level of this year's participants as compared to 2008. Specifically, the number of respondents having at least a 4-year degree grew by 8 points over last year.

## Job Satisfaction and Money

The vast majority of IT professionals are satisfied at work with 4 out of 10 being either 'very' or 'extremely' satisfied with their jobs (*Figure 2*). Indeed, the results show a direct correlation between job satisfaction and the amount of money that one is paid (*Figure 3*). Since more money equals greater job satisfaction, one could infer that for some, money does buy happiness—at least at work.

However, more than half (57%) of the respondents feel they should be making more money. Those who feel they are compensated fairly make an average of \$91.3K, while those who expressed that they should be earning more have a salary of \$73.5K. Though the majority of IT professionals seem to be satisfied with their current jobs, it is not preventing 37% of them to start looking for new opportunities. Nearly 20% are either actively looking or will be looking within the next three months.

Participant Profile		
	2009	2008
Base Salary	\$81,600	\$73,900
Received a Raise	70%	80%
Raise/Increase Amount	6%	4%
Received a Bonus	46%	49%
Average Bonus	\$8,575	\$3,937
Age	42	43
Years in IT	15	14
Male vs. Female	3.3:1	3:1
Education	67% have at least a 4-year degree	59% have at least a 4-year degree

Figure 1

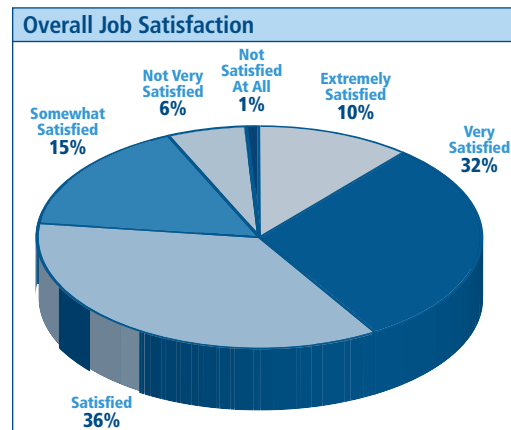


Figure 2

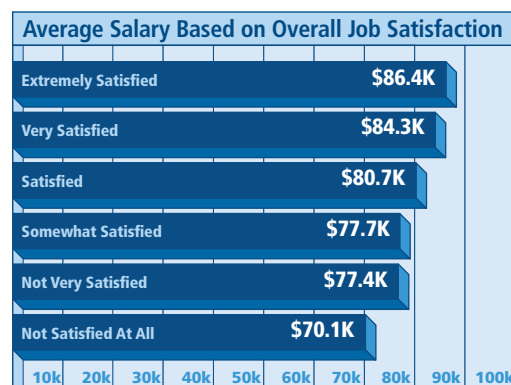
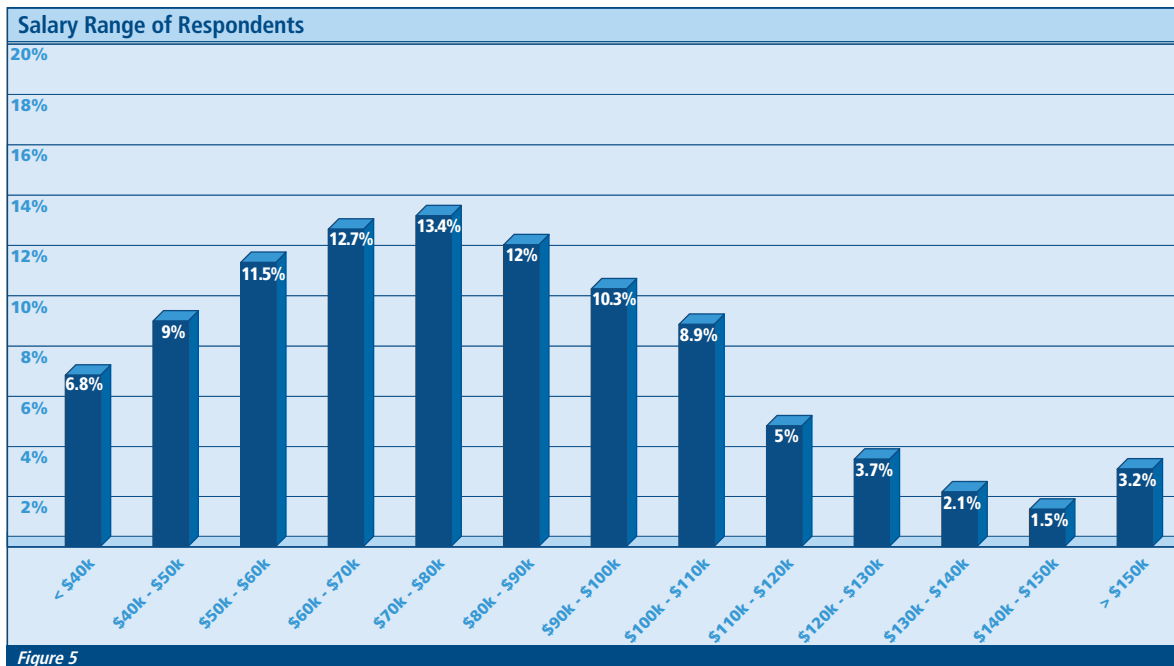


Figure 3



### Base Pay, Bonuses, and Benefits

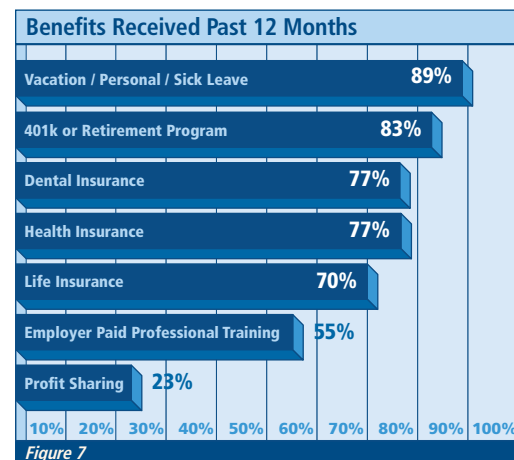
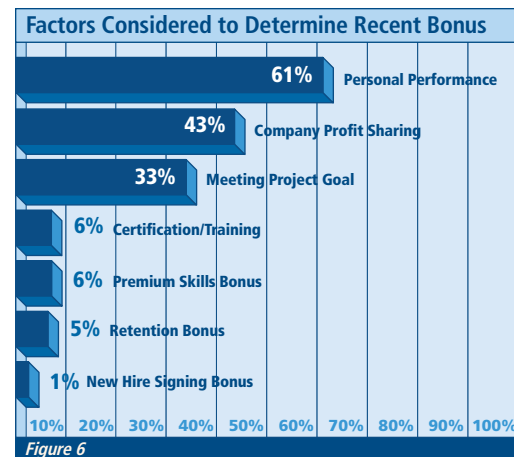
Approximately 7 out of 10 IT professionals received an increase in base salary in the past 12 months, an average increase of 6%. The average base salary increase was \$5,077 and the median base salary increase was \$3,500. Sixty-five percent of respondents received an increase of \$5,000 or less, while 22% received an increase between \$5,000 and \$10,000. The remaining 13% received an increase in their base salary of \$10,000 or greater.

Nearly half (46%) of IT professionals received a bonus in the past 12 months and 36% anticipate that they will receive a bonus in 2009. The average bonus paid out in the past 12 months was \$8,575, with the median bonus being \$5,000. In fact, nearly 3 out of 10 IT professionals received a bonus of \$10,000 or more in the past 12 months and about half received less than \$5,000. Of those who received a bonus, 22% were given between \$5K and \$10K.

In addition, IT professionals receive a variety of benefits: 401K or retirement program (83%); insurance (77%); life insurance (70%); employer-paid training (55%); and profit sharing (23%).

### Budget and Benefit Reduction

Budget cuts are an unfortunate reality that many companies will face in 2009. Based on a January, 2009 survey supplement, 84% of companies reported that they have already imposed cost-cutting measures.



Hiring freezes and travel budgets are obvious targets. Specifically, salaries have been frozen for 43% of responders, while bonuses have been eliminated for 30%. To date, a majority of 401k matches have been preserved, with only 13% reporting the elimination of this benefit.\*

\* This data is from a January, 2009 survey of the "IT Professional Advisory Panel," a blind panel comprised of IT professionals from multiple sources. Survey data was collected by Vision Critical, LLC.

## Training, Certification, and Your Salary

As detailed in **Figure 8**, job performance is the single greatest contributing factor to a higher base pay. Therefore, for some, the question becomes one of how to improve job performance. One key factor to consider is the impact of training and certification. According to those surveyed, 87% who have attended training claim they are more productive in their job role. In addition, 64% stated that the training that they received had a measurable impact on their salary.

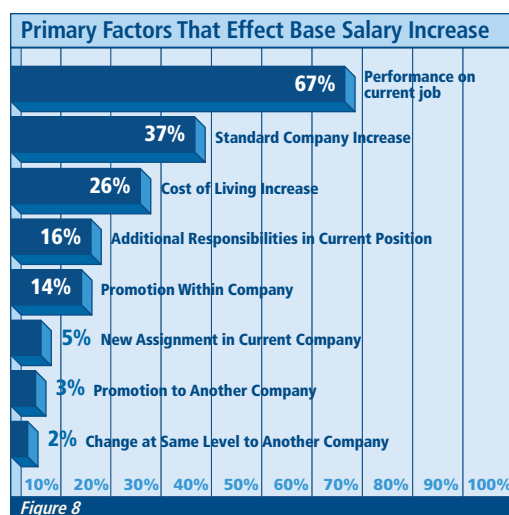
The relationship between training and pay is further validated when examining the base pay of those who attended training over the past 12 months. Nearly 75% of IT professionals who attended training earned an average base salary of \$82.8K; those who did not attend training earned an average of \$78.4K.

When we asked IT professionals whether they attended training this year, the percent of those who trained stayed consistent, regardless of their years of career experience. Clearly, then, the benefits of training are visible in all stages of a career in IT.

Certification is another demonstrated way to improve job performance. According to our survey, 3 out of 4 IT professionals say that they've become more productive after receiving their certifications. Further, 67% of hiring managers believe that certifications impact the salaries of potential employees. These results illustrate the importance of certification-based training. Indeed, nearly 6 out of 10 people we surveyed reported that a key motivator in the decision to train in the next 12 months is to earn a certification or to recertify.

## Job Roles and Your Salary

The IT industry consists of professionals with dozens of job roles across several different levels of job responsibility. Nearly half (46%) are at staff level, while 3 out of 10 hold middle management positions. Eleven percent of the industry consists of senior managers, while 10% are supervisors. Only 4% of IT professionals in the industry hold executive management positions.



Certification	Salary	Base*
CCNA Routing and Switching	\$81.3K	1,495
ITIL Foundation Certification	\$98.9K	1,328
PMP - Project Management Professional	\$103.1K	821
MCSE on Windows Server 2003	\$81.8K	818
MCSA on Windows Server 2003	\$74.4K	619
CompTIA Network+ Certification	\$70.7K	485
CompTIA A+ Certification	\$68.1K	445
CCNP - Cisco Certified Networking Professional	\$96.4K	386
MCDST: Microsoft Certified Desktop Support Tech	\$63.5K	303
MOS: Microsoft Office Specialist	\$71.2K	288
CISSP - Certified Info Systems Security Professional	\$103.5K	263
CCDA - Cisco Certified Design Associate	\$94.4K	229
ITIL Practitioner Certification	\$103.7K	200
CompTIA Security+ Certification	\$75.1K	165
CCNA Security	\$87.5K	153
ITIL Service Manager Certification	\$103.9K	153
MCTS: Windows Vista – Configuration	\$70.9K	134
CCDP - Cisco Certified Design Professional	\$103.8K	112
CCNA Voice	\$89.1K	109

Figure 9 \* Number of Survey Respondents

[Click here to view average salaries of additional certifications.](#)

We also looked at the average base salaries across several levels of responsibilities within an organization. The average base salary for executive management is \$128.2K, while senior managers earn an average base salary of \$106K. Middle managers are earning an average of \$86.2K, while supervisors an average of \$79K. The average base salary for all IT staff is \$69.6K.

Job titles within the IT industry can vary, depending on the employer. In some organizations, IT professionals have job responsibilities that are reflected in specific, or even unique, job titles. The top 20 job titles as reported by our survey respondents, and the associated salaries, are illustrated in **Figure 10**.

Over 33% of IT professionals have budget responsibility in their organizations. As one would expect, there is a direct correlation between responsibility and earnings. Those with budget responsibility earn an average base salary of \$93.6K, while those without reported an average base salary of \$75K. These averages represent all levels of job responsibilities, from entry-level staff through executive management.

Thirty percent of respondents with staffing responsibilities earn an average base salary of \$97.6K, while those who are not responsible for hiring, earn an average base salary of \$72.5K.

### Company Size and Salary

While there are unique benefits associated with working for a smaller company, pay is not one of them, according to our survey participants. Indeed, the results of our survey showed a distinct advantage in terms of company size and salary. Approximately half the IT professionals we surveyed work with fewer than 25 other IT staff at their location. When comparing their salary to peers working in companies that employ larger IT staffs, there was a significant difference. IT professionals working with an IT staff of less than five people earn an average base salary of \$68.8K, while those who work with over 500 IT staff earn an average \$97.7K. This year, the larger the IT staff, the higher the reported average base salary.

The staffing size of the employer, and correlating bigger is better viewpoint, were upheld. When we analyzed average base salary versus the total number of employees, the results showed that as the number of employees increased, so did the base salary.

### Salary by Industry

From government to banking to retail, IT professionals play a vital role in the success of each industry. As systems become more complex, the need for skilled workers increases. **Figure 11** illustrates

Top 20 Titles by Number of Responses	
Title	Salary
Business Analyst	\$79.9K
CIO	\$134.6K
Computer Security Specialist	\$59.2K
Computer Software Engineer	\$81.6K
Database Administrator	\$81.0K
Help Desk Support	\$46.5K
IT Administrator	\$63.1K
IT Analyst	\$67.7K
IT Consultant	\$96.3K
IT Director	\$100.9K
IT Manager	\$88.2K
IT Project Manager	\$90.5K
IT Specialist	\$65.2K
IT Supervisor	\$77.0K
IT Technician	\$49.3K
Network Administrator	\$58.7K
Network Engineer	\$77.7K
Project Manager	\$93.2K
Systems Administrator	\$65.2K
Systems Engineer	\$78.2K

**Figure 10**

Range of Industries of Respondents		
Industry	% IT Staff	Base Salary
Government	9.6%	\$77.5k
Healthcare	8.8%	\$78.1k
Education	8.3%	\$63.7k
Manufacturing	6.7%	\$80.2k
Information Technology/Services	6.4%	\$85.1k
Financial	5.6%	\$89.3k
Insurance	4.1%	\$87.9k
Telecommunications	4.1%	\$88.1k
Computer Software	2.9%	\$92.8k
Computer Services	2.9%	\$83.4k
Banking	2.8%	\$79.6k
IT Consulting	2.6%	\$90.7k
Retail	2.4%	\$85.3k
Aerospace/Defense	2.2%	\$88.6k

**Figure 11**

the wide range of industries in which our survey respondents are employed and their corresponding base salaries. In addition to ranking high in percent of IT staff employed, the Computer Software, IT Consulting, and Aerospace/Defense industries rank near the top in the base salaries offered.

The highest paying industries for IT professionals are: Business Consulting (\$99.6K), Biotechnology (\$99.4K), Accounting (\$93.7K), Computer Software (\$92.8K), Information Systems (\$92.5K), Pharmaceuticals (\$91.8K), Computer Hardware (\$91.5K), Consumer Goods (\$90.9K), IT Consulting (\$90.7K), Publishing (\$90.2K), Professional Services (\$89.7K), and Aerospace/Defense (\$89.3K).

### Salary by State and Region

In addition to your skills, knowledge, and the staff size of your employer, where you live affects your salary. As stated in the introduction of this report, the average national base salary for 2009 is \$81.6K. Some of the highest IT salaries in the country are found in New Jersey (\$94.9K), District of Columbia (\$94.7K), Maryland (\$93.0K), Connecticut (\$90.9K), California (\$90.5K), and Virginia (\$90.3K) (*Figures 12 and 13*).

On a regional level, the Northeast and West command average salaries that are above the national average of \$81.6K. The average salary in the Northeast is \$85.8K, while salaries in the West

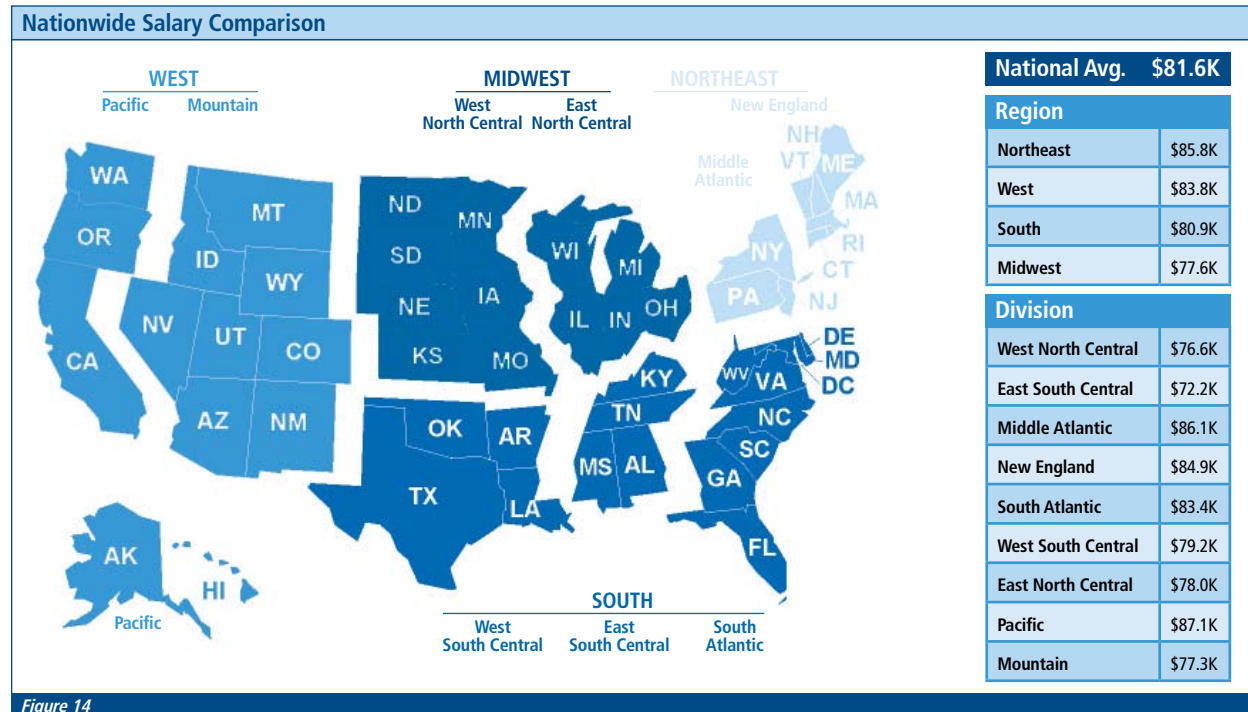
Top 5 States by Salary	
New Jersey	\$94.9K
Washington, DC	\$94.7K
Maryland	\$93.0K
Connecticut	\$90.9K
California	\$90.5K

Figure 12

Bottom 5 States by Salary	
Wyoming	\$64.6K
South Dakota	\$63.5K
North Dakota	\$62.4K
Mississippi	\$62.1K
Montana	\$59.1K

Figure 13

[Click here for a complete list of salaries by state.](#)



average \$83.9K. While the average salary in the South is below the national average, the South Atlantic Division is noticeably strong at an average of \$83.4K. The salaries in the Midwest trend on the lower end of the scale; only Illinois and Minnesota are above the national average (*Figure 14*).

## Summary

Despite the current economic climate, IT professionals still emphasize the importance of training and certification in ensuring productivity in their current job roles as well as marketability while engaged in job searches.

In fact, while budgets tighten and the need for efficiency increases, IT professionals seek a broader skill set for ensuring the success of current and future IT career endeavors.

As well, the majority of IT professionals say higher salaries would increase their job satisfaction. Some other contributing factors include more training, certifications, more responsibility, a promotion, job security/stability, less stress, better management, employee recognition, the ability to telecommute, more staff, less travel, and growth opportunities.

## Survey Methodology

The Global Knowledge/TechRepublic 2009 Salary Survey was conducted online from October 20 to November 11, 2008. Over half a million survey invitations were e-mailed to recipients from the databases of Global Knowledge, TechRepublic, and other vendors. Links, including the survey invitation, were also provided in online newsletters. The 2009 IT Salary Survey yielded more respondents than any other salary survey in the industry, with a base of 14,159 U.S. IT professionals. This online survey was powered by Vision Critical, LLC and tabulated using Uncle Software (cross tabulation software).

## About Global Knowledge

Global Knowledge is the worldwide leader in IT and business training. We deliver via training centers, private facilities, and the Internet, enabling our customers to choose when, where, and how they want to receive training programs and learning services. Our more than 700 courses span foundational and specialized training and certifications. Founded in 1995, Global Knowledge employs more than 1,200 people worldwide and is headquartered in Cary, N.C. The company is owned by New York-based investment firm Welsh, Carson, Anderson, and Stowe. For more information, visit [www.globalknowledge.com](http://www.globalknowledge.com).

## About TechRepublic

TechRepublic provides IT leaders and IT workers with resources to help meet the day-to-day demands for best practices and decision support. TechRepublic's members, representing all segments of the IT industry, turn to the site for information, advice, and tools to help them perform at the highest level. Both an online trade publication and a massive online community, TechRepublic provides IT professionals with the ultimate peer-to-peer experience for information gathering and problem solving. Now part of CBS Interactive, TechRepublic was founded in 1999 in Louisville, Kentucky, where its editorial team still has its headquarters today. For more information, visit [www.techrepublic.com](http://www.techrepublic.com).

## Primary Research

Susan Ferrari is the Senior Market Research Manager at Global Knowledge Training LLC. Susan has more than 20 years of experience designing and conducting market research in the IT industry with market research positions at PC Magazine (Ziff Davis Media), CRN (CMP Media), The New York Times, and DataWorld Research, Inc.