2013 IT Skills & Salary Report

A COMPREHENSIVE SURVEY FROM GLOBAL KNOWLEDGE & WINDOWS IT PRO

Global Knowledge ®

Windows IT Pro

Introduction

An optimist sees an opportunity in every calamity; a pessimist sees a calamity in every opportunity.

WINSTON CHURCHILL

Although the global recession has technically ended, findings from the 2013 IT Skills and Salary Survey, the sixth for Global Knowledge and the first in partnership with *Windows IT Pro*, suggest recovery is slow going. Organizations are still feeling the effects of a slowed economy, but data from this year's survey suggests that conditions are improving for many. More IT and business professionals received raises this year, projects are on for many, and overall job satisfaction has remained steady since last year.

The survey was conducted online during the fall of 2012. More than half a million survey invitations were e-mailed to recipients from the databases of Global Knowledge, *Windows IT Pro*, and partner companies. The survey yielded more than 23,800 completed responses from around the globe, with 49 percent coming from the United States and Canada. This report focuses on North America, where 11,646 IT and business professionals responded. Professionals from staff to C-level appear interested in sharing their opinions and learning from others.

OVERRIDING TRENDS

Ongoing challenges remain evident, but all the numbers aren't bleak. In fact, this year's results revealed many reasons for optimism.

COMPENSATION IS INCREASING.

Two-thirds of survey respondents reported receiving a raise last year, and nearly half reported they received a bonus. Though raises were typically modest, many professionals increased their value by adding skills and taking on broader responsibilities and were compensated for doing so.

JOB SATISFACTION IS HOLDING STEADY.

In last year's survey, 60 percent of respondents reported being satisfied or very satisfied with their current position, a significant increase from percentages in the low 40s the previous two years. This year, higher satisfaction rates endure at 58 percent.
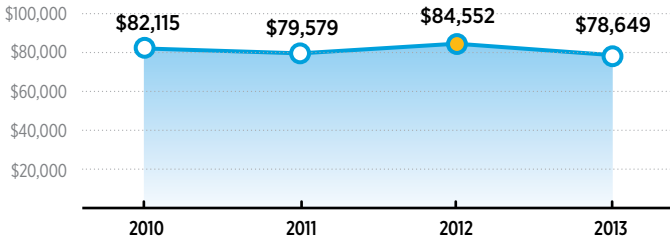
TRAINING MATTERS.

More than 80 percent of survey respondents who trained in the last year said it was a positive investment for their company and their career path, with 90 percent reporting that they gained new knowledge that could be used in their existing positions. More often than not, gaining new skills meant earning more money. Higher raises were likely for those who trained as well as for those who earned a certification within the previous 12 months.
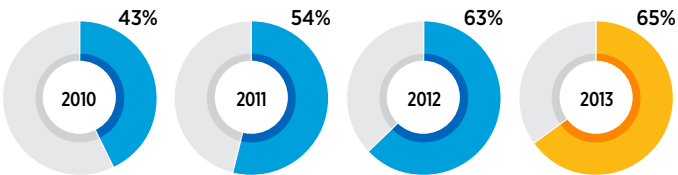
CONDITIONS ARE IMPROVING.

Consistent with last year's survey results, nearly 80 percent of this year's survey respondents said IT and business projects are being initiated or resumed at their organizations. That number is even higher (88 percent) in companies reporting solid growth. Further, over half (53 percent) of this year's respondents said business conditions their companies face are improving (39 percent) or good (14 percent).
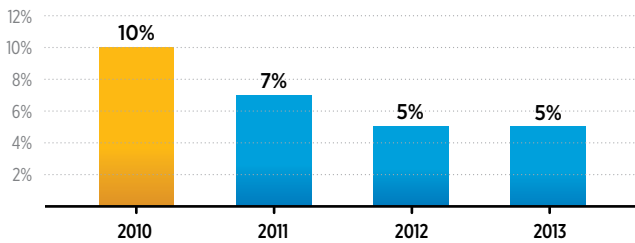
PARTICIPANT PROFILE

Base Salary

| 2010 | 2011 | 2012 | 2013 |
| $82,115 | $79,579 | $84,552 | $78,649 |

Received a Raise

2010: 43% 2011: 54% 2012: 63% 2013: 65%

Raise Percentage

2010: 10% 2011: 7% 2012: 5% 2013: 5%

Received a Bonus

2010: 39% 2011: 40% 2012: 48% 2013: 48%

Average Bonus

2010: $8,645 2011: $7,926 2012: $5,920 2013: $4,522

Average Age

2010: 43 2011: 44 2012: 44 2013: 42

Average Tenure

2010: 15 2011: 16 2012: 16 2013: 14

Male vs. Female

2010: 3.9:1 2011: 3.6:1 2012: 3.7:1 2013: 4.2:1
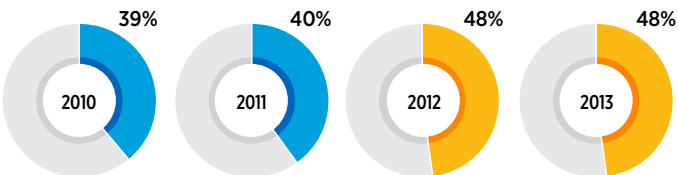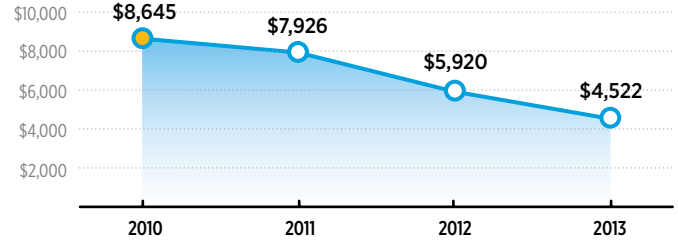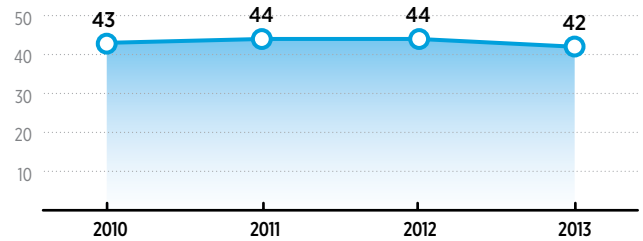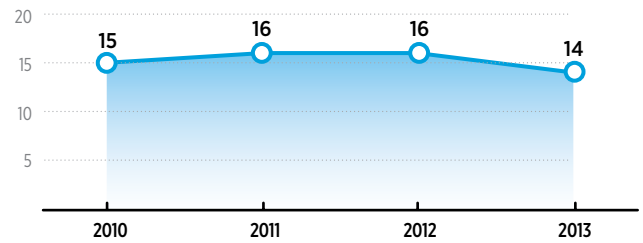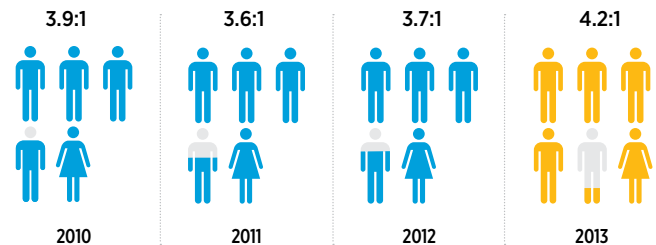
Compensation

The average salary of this year's respondents was $78,649, nearly seven percent lower than last year's average. One-fourth of the respondents earned less than $60,000, and 16 percent earned $100,000 or more.

Although an apples-to-apples comparison of survey data confirmed a lower average salary for this year's respondents, factors beyond economics might have contributed to the lower numbers. At least part of th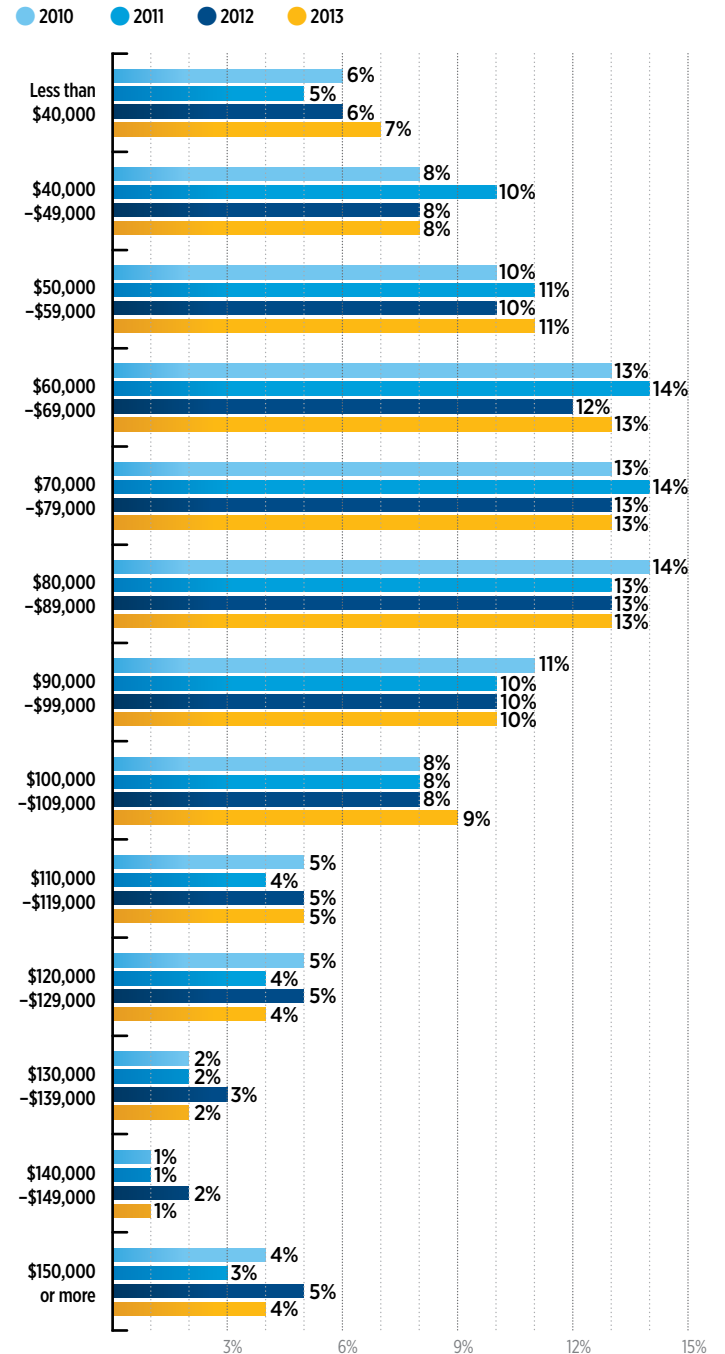e drop can be blamed on a change in this year's data collection methodology instated to standardize the compensation data collected to facilitate comparisons to other industry surveys. Also, as a result of new and expanded partnerships, this year saw a higher rate of responses from those in entry- to mid-level positions.

Interestingly, relationships between compensation data, such as salary by tenure, certification, job role, and industry, are consistent with prior years. Other measurements, such as percentage of respondents reporting that they received a raise and/or a bonus, continued to show a positive trend as well.

Several factors affect compensation. Among those revealed in this year's survey are job role, experience, company size, industry, and geography.

SALARY RANGE OF RESPONDENTS

● 2010   ● 2011   ● 2012   ● 2013

Less than $40,000
- 2010: 6%
- 2011: 5%
- 2012: 6%
- 2013: 7%

$40,000–$49,000
- 2010: 8%
- 2011: 10%
- 2012: 8%
- 2013: 8%

$50,000–$59,000
- 2010: 10%
- 2011: 11%
- 2012: 10%
- 2013: 11%

$60,000–$69,000
- 2010: 13%
- 2011: 14%
- 2012: 12%
- 2013: 13%

$70,000–$79,000
- 2010: 13%
- 2011: 14%
- 2012: 13%
- 2013: 13%

$80,000–$89,000
- 2010: 14%
- 2011: 13%
- 2012: 13%
- 2013: 13%

$90,000–$99,000
- 2010: 11%
- 2011: 10%
- 2012: 10%
- 2013: 10%

$100,000–$109,000
- 2010: 8%
- 2011: 8%
- 2012: 8%
- 2013: 9%

$110,000–$119,000
- 2010: 5%
- 2011: 4%
- 2012: 5%
- 2013: 5%

$120,000–$129,000
- 2010: 5%
- 2011: 4%
- 2012: 5%
- 2013: 4%

$130,000–$139,000
- 2010: 2%
- 2011: 2%
- 2012: 3%
- 2013: 2%

$140,000–$149,000
- 2010: 1%
- 2011: 1%
- 2012: 2%
- 2013: 1%

$150,000 or more
- 2010: 4%
- 2011: 3%
- 2012: 5%
- 2013: 4%

3%   6%   9%   12%   15%

Job roles and compensation

Nearly half (47 percent) of this year's survey respondents work in networking, servers and storage, or applications and programming. More than one-third (38 percent) of the respondents are involved in systems administration, support, or engineering. This number is up seven points from 2012 and is consistent with the increase in respondents whose focus is on Microsoft technologies.
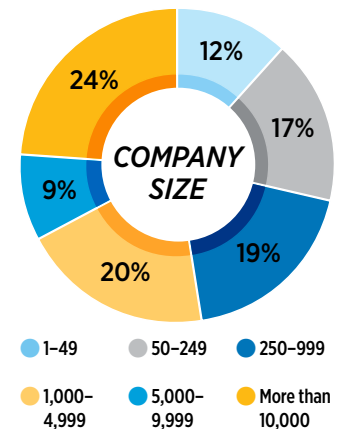
Not surprisingly, job role is a key differentiator for salary. The average salary for help desk support technicians was $49,899, 37 percent below the overall average of $78,649. Other job roles with salaries below the average include analysts (-10 percent), systems administrators (-15 percent), and specialists (-12 percent). Roles with salaries above the average include systems architects (+30 percent), project managers (+15 percent), IT managers (+17 percent), and consultants (+22 percent). Directors and above ranged from 37 percent to 71 percent above the average.
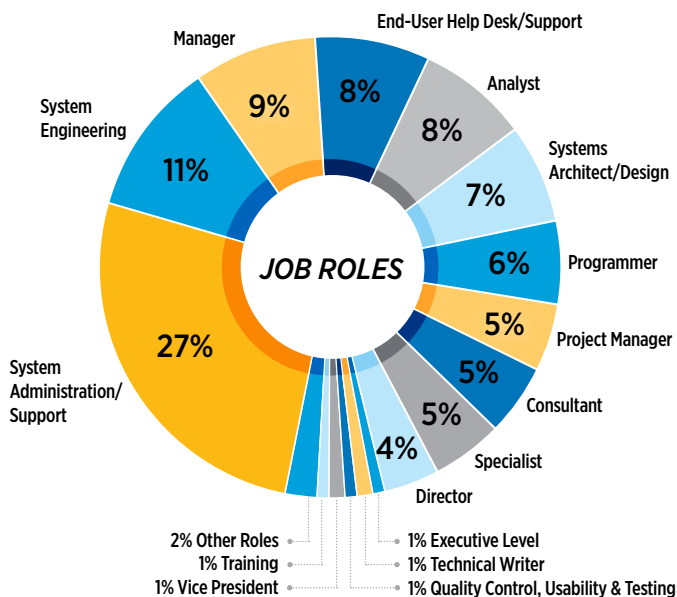
Company size

IT pros who responded to this year's survey work in IT departments of one to hundreds, with one-third in departments of fewer than 10 employees. More than one-third (39 percent) of this year's respondents work for organizations employing fewer than 250, and nearly one-fourth (24 percent) work for firms with 10,000 or more employees.

Salary increases with department size, due in part to technology specialization. The average salary in departments with fewer than 10 IT pros was $69,149. Average salaries increase 14 percent for those in departments of 10–49 ($78,949), and salaries continue to increase, topping out at $89,499, for IT pros working in departments of 250 or more.

COMPANY SIZE

- 1–49 — 12%
- 50–249 — 17%
- 250–999 — 19%
- 1,000–4,999 — 20%
- 5,000–9,999 — 9%
- More than 10,000 — 24%

JOB ROLES

- End-User Help Desk/Support — 8%
- Analyst — 8%
- Systems Architect/Design — 7%
- Programmer — 6%
- Project Manager — 5%
- Consultant — 5%
- Specialist — 5%
- Director — 4%
- System Administration/Support — 27%
- System Engineering — 11%
- Manager — 9%
- 2% Other Roles
- 1% Training
- 1% Vice President
- 1% Executive Level
- 1% Technical Writer
- 1% Quality Control, Usability & Testing

DOES EXPERIENCE PAY?

According to our survey respondents, experience pays. As IT pros took on additional responsibilities—whether those included working with new technology, managing staff, or managing a budget—salary increased. Further, skills training and certification are commensurate with new responsibilities. For example, project managers who trained in the prior year earned an average of $6,300 more (seven percent) than their counterparts who didn't train. Further, support technicians who haven't earned a certification averaged $47,350 per year; adding certification and hands-on experience increased that average by more than 16 percent to $55,250.

Industry

Across all positions and disciplines, industry is one of the strongest differentiators for salary. Average salaries range from $62,300 for educational services (21 percent below the overall average) to a high of $100,100 for those in software development (27 percent above the overall average).

Industry	Mean	Median
Software Development	$100,100	$97,500
IT Communication Manufacturing	$99,249	$97,500
Quality Control	$96,900	$92,500
Natural Resources: Mining, Oil, Gas	$87,699	$87,500
VAR, IS Integration	$87,649	$87,500
Aerospace/Defense	$86,350	$82,500
Pharmaceutical or Biomedical Research	$86,050	$82,500
Media, Film, Music	$85,750	$82,500
Accounting, Banking, Finance	$85,350	$87,500
Utilities	$84,899	$87,500
IT Consulting	$84,699	$82,500
Government: Civilian	$83,549	$77,500
Scientific Research (Non-Bio)	$82,150	$77,500
Professional Business Services	$81,750	$77,500
Telecommunications	$81,650	$77,500
Insurance, Real Estate, Legal	$81,400	$82,500
Government: Military and Homeland Security	$80,600	$77,500
Transportation and Logistics	$80,550	$77,500

Industry	Mean	Median
Construction, Architecture, Engineering	$78,699	$77,500
Manufacturing: Consumer	$78,649	$77,500
Overall Average	$78,649	$77,500
Manufacturing: Industrial	$77,649	$77,500
Healthcare	$77,150	$77,500
IT-Related Services	$76,500	$77,500
Automotive	$75,500	$72,500
Retail	$74,549	$77,500
Agriculture, Forestry, Fishing	$73,999	$72,500
Wholesale	$73,549	$67,500
Communications, Public Relations, Advertising	$73,499	$72,500
Security Related	$72,200	$72,500
Government: State and Local	$71,150	$72,500
Hospitality, Travel, Recreation	$71,100	$72,500
Sports and Entertainment	$69,349	$67,500
Food and Beverage	$67,699	$67,500
Nonprofit	$64,449	$62,500
Education Services	$62,300	$62,500

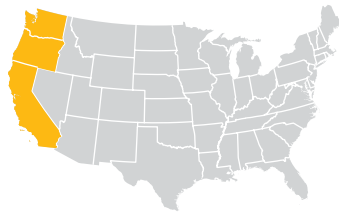Click here for a complete list of salaries by state.

Geography

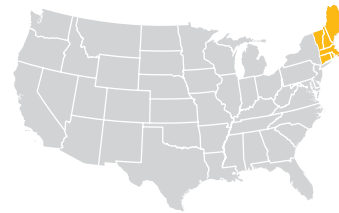Cost of living in a particular region is one of the most significant drivers behind salary. Salaries for VMware Certified Professionals in the US range from $87,699 in the Midwest to $97,599 in the Northeast. Network+ certification holders in a midwestern city such as Indianapolis earn an average of $62,849, while those in cities further west earn $67,400.
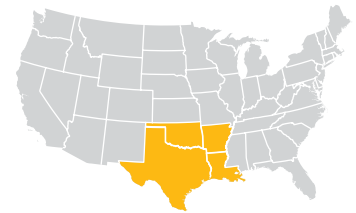
Geography affects salaries for ITIL v3 Foundation certification holders as well. A certified ITIL practitioner in Seattle or the Bay Area earns an average of just under $100,000 compared to $92,150 for a practitioner in Atlanta or Miami.

TOP 5 STATES BY SALARY	BOTTOM 5 STATES BY SALARY
Virginia $90,200	**Wyoming** $52,000
New Jersey $89,949	**Idaho** $57,100
California $89,049	**Mississippi** $60,200
Maryland $88,099	**New Mexico** $64,149
New York $85,900	**Alabama** $64,399

NOTE: Washington, DC, ranks highest with $93,499.

① PACIFIC
MEAN: *$89,900*
MEDIAN: *$82,500*

② MID-ATLANTIC
MEAN: *$83,249*
MEAN: *$82,500*

③ SOUTH ATLANTIC
MEAN: *$80,650*
MEDIAN: *$82,500*

④ NEW ENGLAND
MEAN: *$79,849*
MEDIAN: *$77,500*
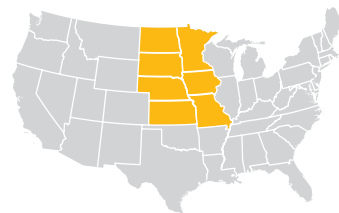
⑤ WEST NORTH CENTRAL
MEAN: *$78,099*
MEDIAN: *$77,500*
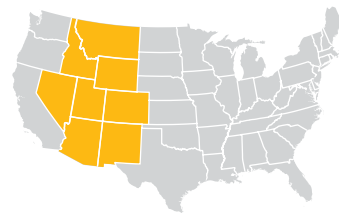
⑥ MOUNTAIN
MEAN: *$76,850*
MEDIAN: *$77,500*

⑦ WEST SOUTH CENTRAL
MEAN: *$78,099*
MEDIAN: *$77,500*

⑧ EAST NORTH CENTRAL
MEAN: *$74,899*
MEDIAN: *$75,500*
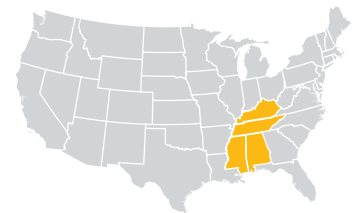
⑨ EAST SOUTH CENTRAL
MEAN: *$67,350*
MEDIAN: *$62,500*

Canadian Variations

Regional variations in salary are also common across Canada. Salaries for ITIL-certified respondents average $86,050 (USD) in the metro areas of Toronto and Mississauga and rise more than six percent to $91,500 in Alberta.

The same certification in Vancouver and other parts of BC averages approximately $78,000—nearly 9 percent less than the overall average for Canada ($84,749).

*Seventeen respondents were from **Prince Edward Island** and the three territories **Yukon**, **Nunavut**, and **Northwest Territories**.*

MEAN: $71,250
MEDIAN: $72,500

1 ALBERTA
MEAN: $84,199
MEDIAN: $82,500

2 SASKATCHEWAN
MEAN: $78,549
MEDIAN: $77,500

3 ONTARIO
MEAN: $77,350
MEDIAN: $77,500

4 NEWFOUNDLAND AND LABRADOR
MEAN: $76,550
MEDIAN: $67,500

5 BRITISH COLUMBIA
MEAN: $74,649
MEDIAN: $72,500

6 QUEBEC
MEAN: $73,749
MEDIAN: $72,500

7 MANITOBA
MEAN: $67,350
MEDIAN: $67,500

8 NEW BRUNSWICK
MEAN: $65,000
MEDIAN: $62,500

9 NOVA SCOTIA
MEAN: $63,299
MEDIAN: $62,500
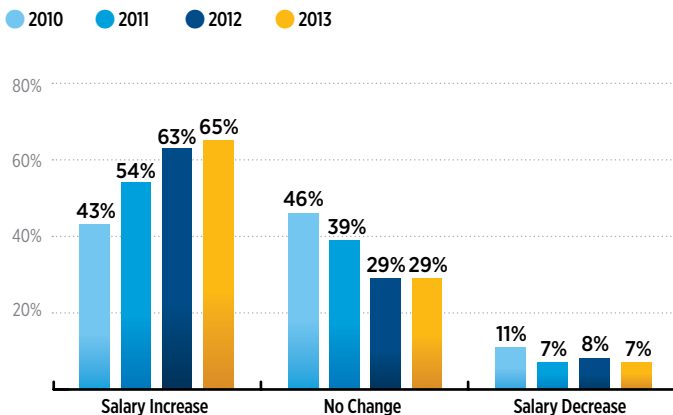
Raises and Their Reasons

Sixty-five percent of 2013 survey respondents reported receiving a raise—two percent more than 2012 respondents and much improved from the low point of 43 percent in 2010.

Raises typically were one to five percent, with 75 percent of those who got a raise receiving an amount in that range, which is consistent with the prior year's data. More than half in that range took on additional responsibilities (55 percent) or added valuable skills (51 percent).
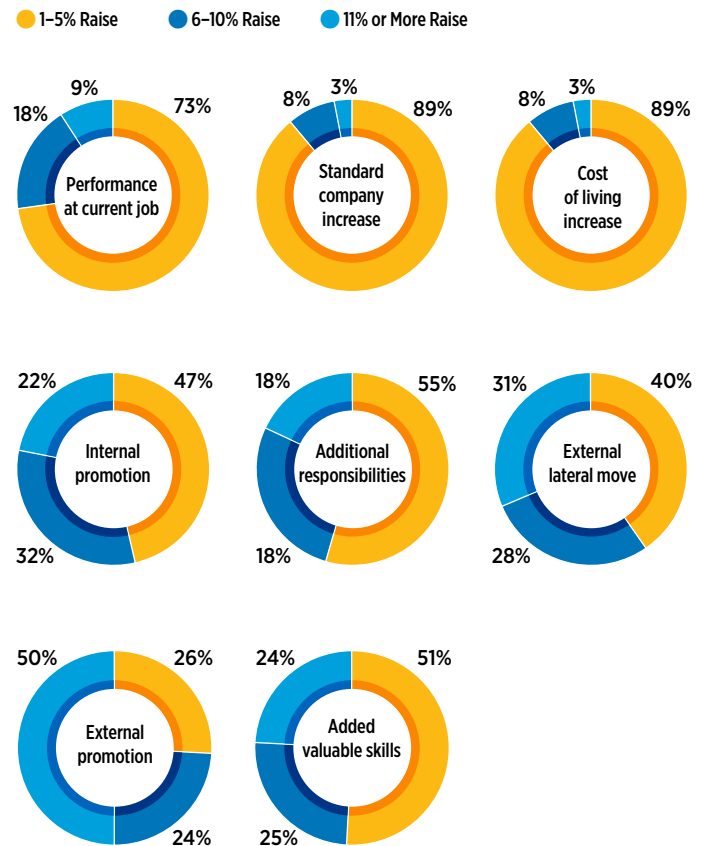
Those receiving a raise higher than five percent, however, had additional drivers. Thirty-two percent of those who received internal promotions received a six to 10 percent raise. Half of those who received external promotions yielded a raise of 11 percent or higher, as did nearly a third (31 percent) of those who made external lateral moves.

Adding new skills made a significant difference in some respondents' base salary. Those who engaged in training were twice as likely as the overall average to see a raise of 11 percent or higher, and raises were more pronounced for those who had completed a new certification within the prior 12 months.

SALARY CHANGE

● 2010 ● 2011 ● 2012 ● 2013

	Salary Increase	No Change	Salary Decrease
2010	43%	46%	11%
2011	54%	39%	7%
2012	63%	29%	8%
2013	65%	29%	7%

PRIMARY FACTORS THAT LED TO A PAY INCREASE

● 1–5% Raise   ● 6–10% Raise   ● 11% or More Raise

Performance at current job: 73% / 18% / 9%

Standard company increase: 89% / 8% / 3%

Cost of living increase: 89% / 8% / 3%

Internal promotion: 47% / 22% / 32%

Additional responsibilities: 55% / 18% / 18%

External lateral move: 40% / 31% / 28%

External promotion: 26% / 50% / 24%

Added valuable skills: 51% / 24% / 25%

Satisfaction and Security

According to current survey data, job satisfaction and job security have held steady over the past year. Echoing the prior year's respondents, more than half of this year's respondents said they were either satisfied or very satisfied with their current position, and more than two-thirds said they felt secure in their current position.

Though not completely aligned, job satisfaction and job security certainly follow similar paths. Both are influenced by many of the same factors, including position in the organization, opportunities for training, business conditions, and industry, and both directly influence one's desire to stay in or leave a position.

OVERALL JOB SATISFACTION

- 🟡 Very Satisfied
- 🔵 Satisfied
- 🔵 Less than Satisfied

2013
14% Very Satisfied
44% Satisfied
42% Less than Satisfied

2012
15% Very Satisfied
45% Satisfied
40% Less than Satisfied

2011
5% Very Satisfied
38% Satisfied
56% Less than Satisfied

2010
8% Very Satisfied
32% Satisfied
59% Less than Satisfied
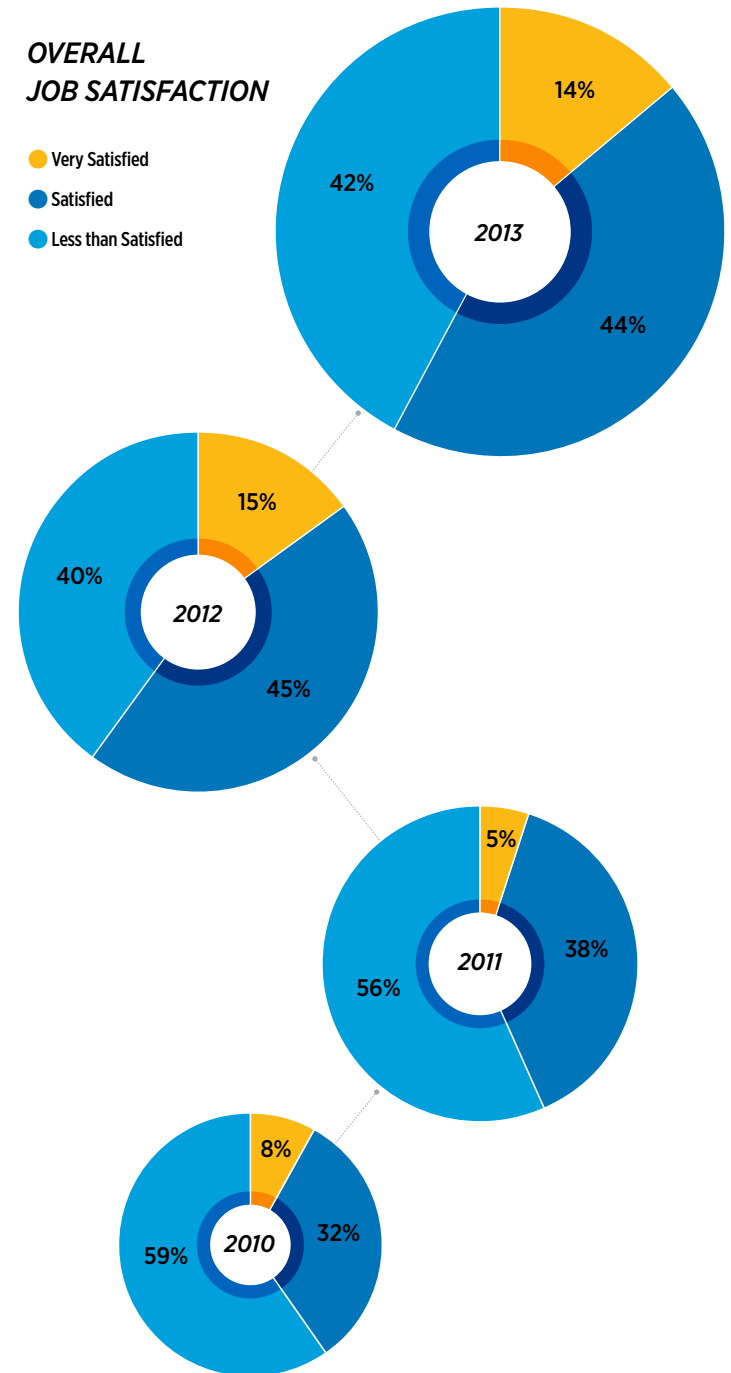
Job Satisfaction

Job satisfaction continues to rebound from the low point seen during the early days of the recession. In the current year, over half of respondents (58 percent) were either satisfied or very satisfied with their current position. This is consistent with our 2012 survey and up 17 points since the 2010 survey, which was a low point across many measures. The percentage reporting that they were very satisfied with their current position has increased from eight percent in the 2010 survey to 14 percent in the current one.

Twenty-two percent of respondents reported being either unsatisfied or very unsatisfied with their current position, and 20 percent had no strong opinion either way.

Job satisfaction varies with salary and across industries, companies, and positions.

COMPENSATION

The relationship between compensation and work satisfaction is one of the strongest observed in the study. Sixty-four percent of those reporting they received a raise in the prior year also reported being satisfied with the work they do. By contrast, 39 percent of those who reported a salary decrease indicated a sense of work satisfaction.

MOVING UP THE LADDER

Within the organization, job satisfaction increases the higher respondents move up the ladder. In fact, the further away one is from supporting day-to-day IT operations, the higher the level of reported satisfaction. Respondents in help desk, user support, and IT specialist positions were the least likely to report being satisfied (50 percent). Satisfaction levels increase with respondents whose focus is on systems, including architecture, engineering, and administration (59 percent), and satisfaction levels climb to more than 60 percent for those in managerial and executive positions.

TRAINING

The ability to advance one's career through training adds to respondents' sense of work satisfaction. Those who trained in the prior year were more satisfied with their work than those who hadn't trained (59 percent vs. 52 percent). The quality of that training also affected this perception. Those who believed training benefited their company and their career were more likely to report work satisfaction.

BUSINESS CONDITIONS

Job satisfaction is directly related to perceived business conditions. Respondents who reported their organizations were facing worst-ever business conditions were three times more likely to report being dissatisfied than those who said business is good (52 percent vs. 17 percent).

INDUSTRY

Industries in which IT professionals reported feeling more satisfied include aerospace, agriculture, IS integration, IT communication manufacturing, and natural resources (mining, oil, or gas). IT professionals in hospitality, industrial manufacturing, media, and government reported feeling less satisfied.

STAYING OR GOING

Not surprisingly, job satisfaction is strongly related to a desire to enter the job market. Those who reported being satisfied with their jobs were less than half as likely to report plans to undergo a job search (27 percent vs. 63 percent for those who were unsatisfied).

Sometimes all that's needed is a change of perspective. Those who indicated that they received an internal promotion, additional responsibilities in their current position, or an internal lateral assignment reported being more satisfied than their counterparts.

Job Security

Perceived job security remains fairly steady, with more than two-thirds (69 percent) of respondents reporting that they felt secure in their current position. This finding is unchanged from the 2012 study and down four points from the 2011 study. Seventeen percent reported a sense of insecurity—unchanged from the 2012 study and up four points from the 2011 study. Respondents' sense of job security is a function of many variables, including age, position, training, business conditions, and industry. These findings are similar to those in the prior year study.

OVERALL SENSE OF JOB SECURITY

- ● Feeling Secure
- ● Unsure
- ● Insecure

2013 — 17%, 14%, 69%

2012 — 17%, 14%, 69%

2011 — 13%, 14%, 73%
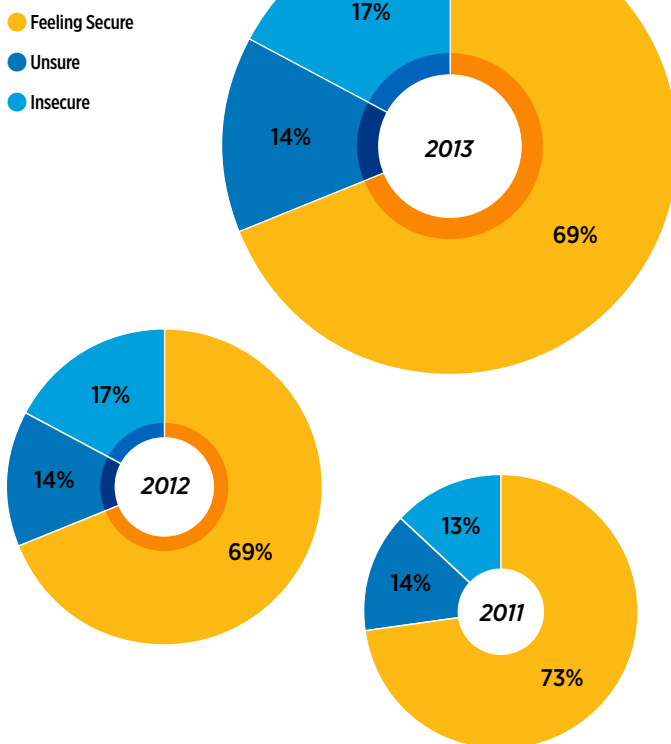
AGE

Job security was highest for those in the 25–29 age group, where 80 percent reported feeling secure in their position. Comparatively, 63 percent of respondents 55 and older reported perceived security and 24 percent were more than twice as likely to report lacking job security compared to 10 percent of those 25–29 years old.

POSITION

Perceived job security varies by one's position in the company as well. More than 78 percent of the executives who responded to the survey reported feeling secure about their situation compared to 69 percent of the non-supervisory staff respondents.

TRAINING

Respondents who trained in the prior year and who believed their training to be valuable to the company were more likely to report feeling job security than their counterparts who didn't train (75 percent vs. 60 percent).

BUSINESS CONDITIONS

Job security and current business conditions are strongly related. Those who stated that their organization was seeing solid business growth were two and a half times more likely to report that they felt secure than those whose businesses and organizations were struggling (83 percent vs. 33 percent).

INDUSTRY

Respondents in aerospace, defense contracting, the military and homeland defense, and telecommunications reported feeling less secure in their positions. Perceived job security skewed upward for respondents in IT consulting, IS integration, and finance.

STAYING OR GOING

Those who reported feeling insecure about their current situation were almost twice as likely to report undertaking a job search than those who reported being in a secure position (62 percent vs. 34 percent).

Training and Certification

Eighty-three percent of current respondents said they took some type of formalized training in the last 12 months, up from 77 percent in the 2012 study. Sixty percent of those who trained did so aimed at certification or recertification, and 40 percent trained to acquire new skills or sharpen existing skills, consistent with the 2012 study.
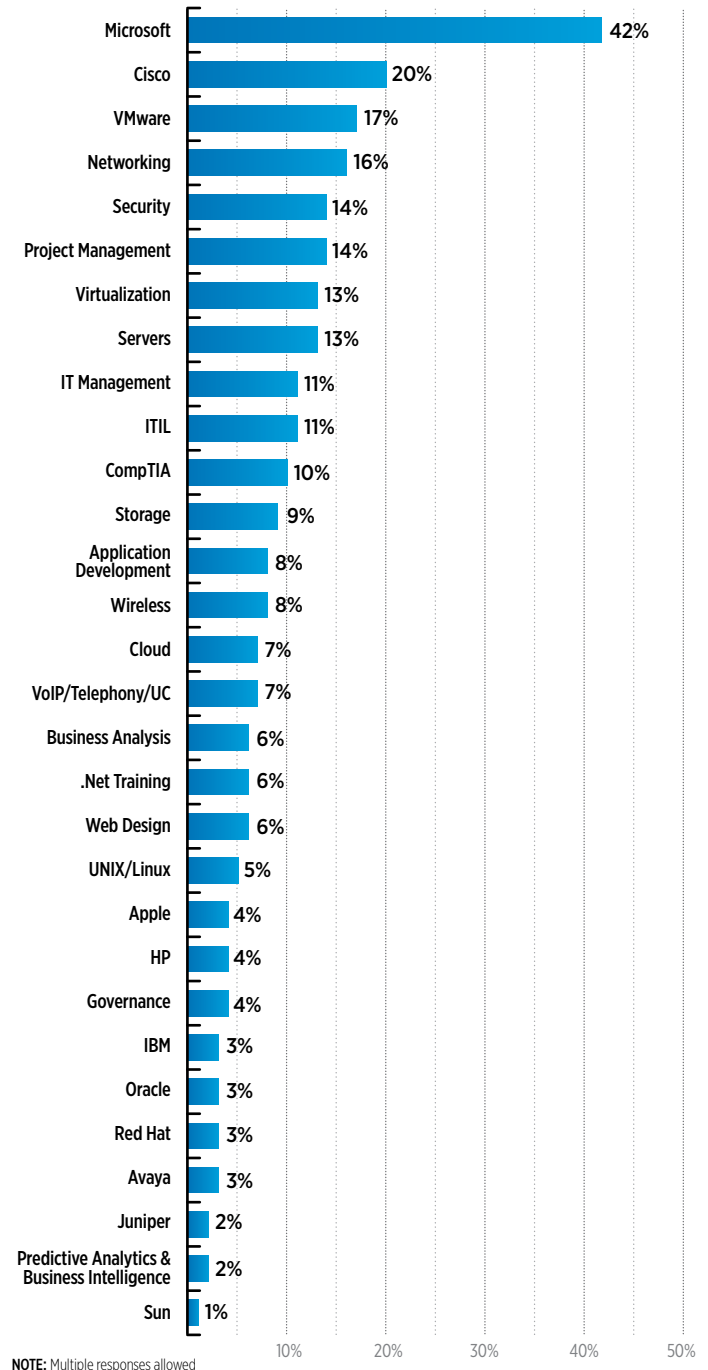
The percentage of IT professionals who trained with an eye on increasing compensation by increasing their value to the firm rose from a low of 34 in the 2010 study to 45 in the current study.

More than 80 percent of this year's respondents said training was a good investment for their company and their career path. Ninety percent reported gaining new knowledge that could be used in their existing position, and more than 70 percent of those who took certification training reported seeing gains in on-the-job effectiveness.

In the past year, 88 percent of those in the largest IT departments sent staff to training, compared with 79 percent in the smallest. Thirty-four percent of those in departments with more than 250 employees and 27 percent in departments with fewer than 10 said their company allocates more than $4,000 per person for training.

TRAINING TAKEN IN THE LAST 12 MONTHS

Category	Percent
Microsoft	42%
Cisco	20%
VMware	17%
Networking	16%
Security	14%
Project Management	14%
Virtualization	13%
Servers	13%
IT Management	11%
ITIL	11%
CompTIA	10%
Storage	9%
Application Development	8%
Wireless	8%
Cloud	7%
VoIP/Telephony/UC	7%
Business Analysis	6%
.Net Training	6%
Web Design	6%
UNIX/Linux	5%
Apple	4%
HP	4%
Governance	4%
IBM	3%
Oracle	3%
Red Hat	3%
Avaya	3%
Juniper	2%
Predictive Analytics & Business Intelligence	2%
Sun	1%

NOTE: Multiple responses allowed

INSTRUCTIONAL DELIVERY METHODS

Method	Percentage
ILT in a classroom	73%
Printed study materials	67%
Online self-directed courses	66%
E-book or DVD for self-study	62%
ILT online	46%
Study groups	20%
One on one with a mentor	16%
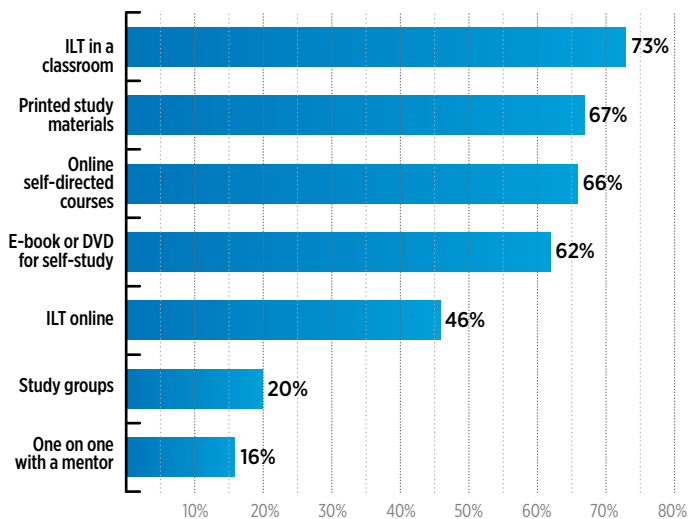
NOTE: Multiple responses allowed

Training modalities

On average, IT and business professionals employed three separate instructional modalities to stay abreast of changing technologies and business practices. Instructor-led training remains the gold standard for IT and professional skills development, with 82 percent of respondents reporting they participated. Nearly three-fourths (74 percent) of respondents reported attending instructor-led training in a classroom (unchanged from last year), while the percentage of respondents who chose instructor-led online training increased from 38 in the 2012 study to 46 in the current study.

Self-study methods, including self-directed online, printed materials, and e-books, are popular with more than two-thirds of the market.

Although the training methods chosen may depend on several factors, including content available for a particular method, cost, scheduling, ability to be away from the office, and personal learning preference, survey data suggests a trend toward employing multiple instructional methods to meet training needs.

Management's view on new skills

Nearly 60 percent of respondents influenced training decisions at their companies, and 10 percent held decision-making authority for training. Despite 82 percent of respondents agreeing that professional development training is important, the percentage of decision makers authorizing staff to pursue certification-related training declined from 55 percent in the 2012 study to 42 percent in the 2013 study.

Countering this trend is an increase in the percentage of decision makers who saw significant improvement in staff effectiveness after certification (nine percent in 2012 vs. 26 percent in the current study).

Overall, decision makers responding to the current study seemed more bearish about authorizing IT training of any type. Still, IT decision makers who have previously authorized training and those who saw gains in staff-level effectiveness after training were more likely than the norm to continue authorizing training.

STAYING UP TO DATE

IT and business professionals are information seekers. Half reported utilizing seven or more methods for acquiring skills and information.

The methods used to stay current on skills and technology trends changed somewhat between the 2012 and 2013 studies. Increases were noted in the percentage of respondents who:

- Attended a professional seminar (50 percent in the 2012 study vs. 63 percent in the 2013 study)
- Participated in a self-paced learning exercise (47 percent in 2012 vs. 57 percent in 2013)
- Took an online course led by an instructor (30 percent in 2012 vs. 36 percent in 2013)

TOP 15 SKILLS THAT HAVE POSITIVELY IMPACTED SALARY

| Skill	%
Microsoft	50%
Networking	24%
Cisco	23%
Servers	20%
VMware	18%
Security	16%
Virtualization	15%
Project Mgmt	15%
IT Mgmt	13%
CompTIA	13%
Storage	12%
Wireless	10%
ITIL	10%
Application Development/Programming	9%
Business Analysis	7%
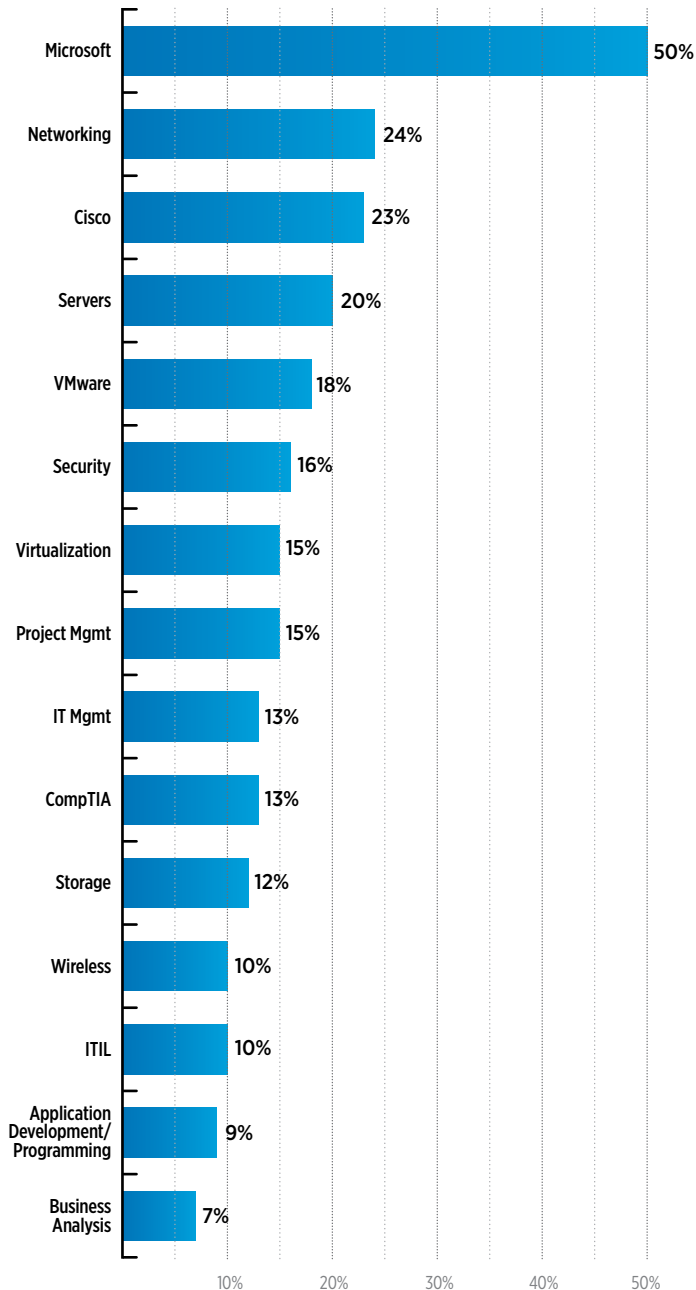
Certification trends

Half of the IT respondents who participated in the 2013 study have earned a new certification within the past two years, with 30 percent earning their most recent certification within the last 12 months. This is comparable to the 2012 study. However, for nearly 20 percent of respondents, five or more years have passed since they last certified.

Two-thirds of IT professionals reported they are currently pursuing a certification or have plans to do so in the next 12 months. This finding is more pronounced for those under 40, those who have obtained a certification within the last two years, those who already possess certifications in three or more categories, and those involved in networking, security, servers, or storage.

Three-fourths of respondents said they see value in pursuing certifications that cross technology or managerial areas, and that belief is reflected in their practices. Fifty-eight percent have certifications across two or more categories, and 30 percent hold certifications in three or more categories. This represents an increase over the 2012 study, where 49 percent held certifications in multiple categories.

TIME SINCE LAST CERTIFICATION

- 17% Have not earned a certification
- 29% Less than a year
- 21% 1–2 years
- 15% 3–5 years
- 19% More than 5 years
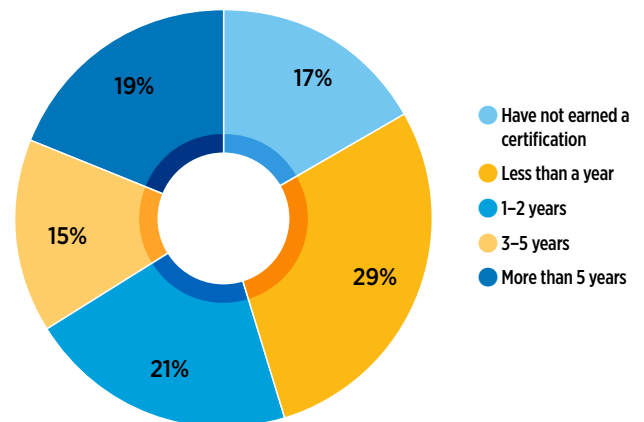
Impact on Compensation

From a compensation perspective, Project Management Professional certification ranks highest with an average salary of $105,750. Certified IS Security Professional certification follows, while Microsoft Certified Solutions Developer, Microsoft Certified Database Administrator, and Cisco Certified Design Associate round out the top five. Other high-paying certifications include Cisco Certified Design Professional and Expert, Certified Scrum Master, Juniper's JNCIA-Junos, Six Sigma Master Black Belt, and ISACA's Certified Information Security Manager.

The trend is clear: certifications that focus on designing advanced networking solutions, securing networks, and keeping projects on track offer the greatest opportunity for salary growth.

WHAT ARE YOU PLANNING TO PURSUE?

Of those respondents planning to pursue a certification in the coming year, Microsoft and Cisco technologies are on the radar for 37 percent and 27 percent, respectively. Project management, CompTIA, and virtualization certifications are on the list for 10 percent, and five to eight percent are looking at ITIL and security.

35%
36%
29%

- Yes
- No, but plan to within the next 12 months
- No, and have no immediate plans to do so

TOP CERTIFICATIONS BY SALARY

Certification	Mean	Median	Count
Project Management Professional (PMP)	$105,750	$102,500	429
Certified Information Systems Security Professional (CISSP)	$103,299	$97,500	225
Microsoft Certified Solutions Developer (MCSD)	$97,849	$97,500	118
Microsoft Certified Database Administrator (MCDBA)	$95,950	$97,500	199
Cisco Certified Design Associate (CCDA)	$94,799	$92,500	179
Microsoft Certified Application Developer (MCAD)	$93,349	$92,500	125
VMware Certified Professional (VCP)	$92,400	$92,500	486
Certified Novell Engineer (CNE)	$91,350	$87,500	218
ITIL v3 Foundation	$90,900	$92,500	964
MCITP: Database Administrator	$90,200	$97,500	154
Citrix Certified Administrator for Citrix XenServer	$90,100	$87,500	175
MCTS: SQL Server 2005	$90,100	$92,500	130
Microsoft Certified Trainer (MCT)	$89,949	$87,500	131
Cisco Certified Network Professional (CCNP)	$89,749	$87,500	298
Citrix Certified Administrator for Citrix XenDesktop	$89,399	$92,500	166
Microsoft Certified Professional Developer (MCPD)	$89,499	$92,500	108
Microsoft Certified Systems Engineer (MCSE) 2003	$88,149	$87,500	905
Citrix Certified Administrator for Citrix XenApp	$84,949	$82,500	394
CCNA Service Provider Operations	$83,549	$87,500	116

NOTE: Certifications listed here had at least 100 responses. For a complete list of certifications by salary, visit www.globalknowledge.com.
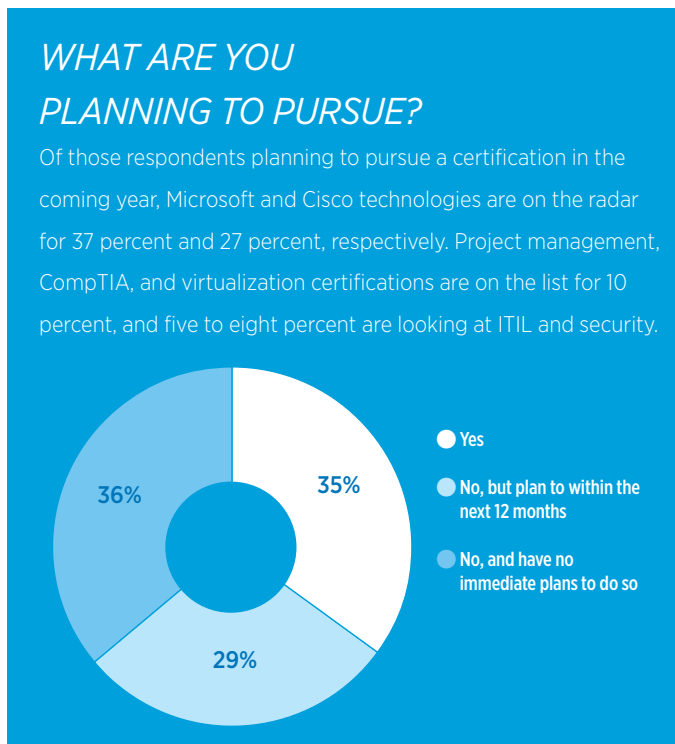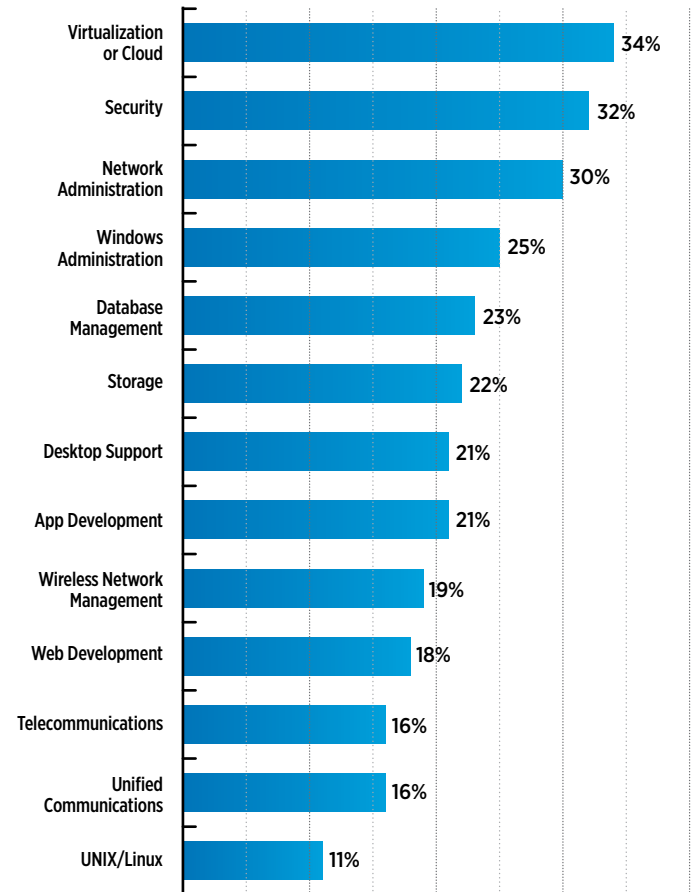
Looking Ahead

Nearly one-third of this year's IT respondents, whether in large or small departments, said they expect their organizations to add virtualization and security skills in the coming year. Respondents in smaller IT departments said they expect to add more network administration and desktop support skills, while those in larger IT departments anticipate adding those skilled in UNIX/Linux systems, application development, and all forms of business service processes.

Executives and staff reported similar outlooks, with a few notable exceptions. Executives reported being more inclined to see future investment in areas that can impact project-level success as well as the ability to compete, including ITIL and business service management, business intelligence and predictive analytics, and project management.
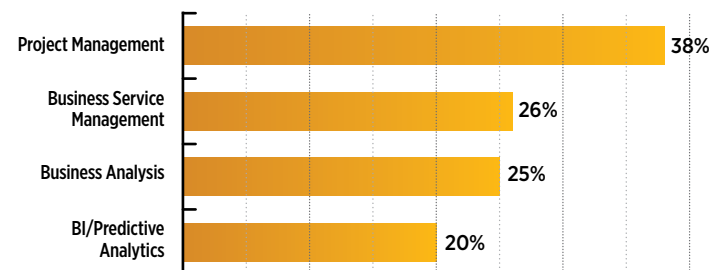
Respondents in organizations that are experiencing at least some level of business growth said they plan to invest more heavily in application development, networking, unified communications, virtualization or cloud-based solutions, business service management, business analysis, and project management.

SKILLS LIKELY TO BE ADDED IN 2013

IT Skills

Skill	Percentage
Virtualization or Cloud	34%
Security	32%
Network Administration	30%
Windows Administration	25%
Database Management	23%
Storage	22%
Desktop Support	21%
App Development	21%
Wireless Network Management	19%
Web Development	18%
Telecommunications	16%
Unified Communications	16%
UNIX/Linux	11%

Business Skills

Skill	Percentage
Project Management	38%
Business Service Management	26%
Business Analysis	25%
BI/Predictive Analytics	20%

IT training expectations

There appears to be consensus that a highly skilled team is important to project success. More than 60 percent of IT managers and staff said they anticipate authorizing or attending skills and certification-based training in 2013.

Whether managers expect to authorize training depends greatly upon the skill sets they're looking to add this year. IT managers who reported that their organizations expect to add skills in Windows administration, security, wireless networking, telecommunications, unified communications, storage, or virtualization said they plan to spend more on training than their counterparts who aren't planning to add those skills.

When asked to elaborate on their training budgets, one-fourth of IT managers reported annual budgets of less than $1,000 per person. Almost 30 percent of managers reported their annual training budgets exceed $4,000 per employee, with the majority of this group reporting individual allotments of $5,000 or higher.
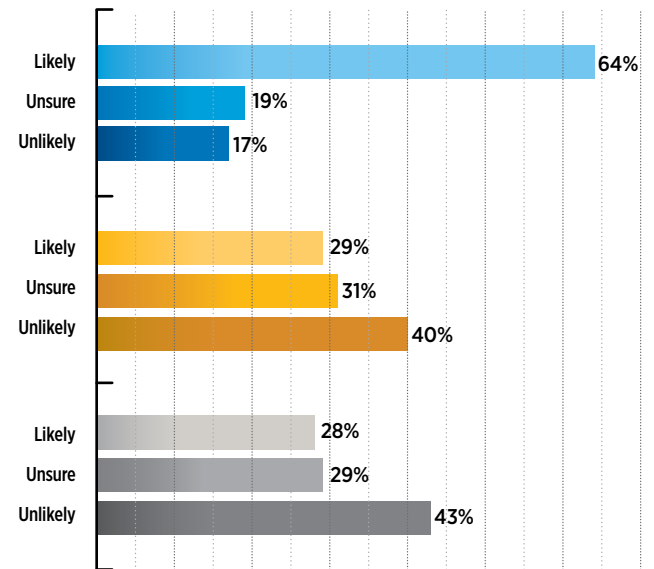
Training budgets increase with IT staff size. Departments of more than 10 employees are more apt to allocate $3,000 or more per individual for training.

Training budgets vary by industry. Industries with annual budgets greater than $3,000 per employee include defense, IS integration, natural resources, scientific research, logistics, aerospace, and consumer manufacturing. Those with annual individual training budgets lower than the median of $2,500 include education, non-defense government sectors, and nonprofits.
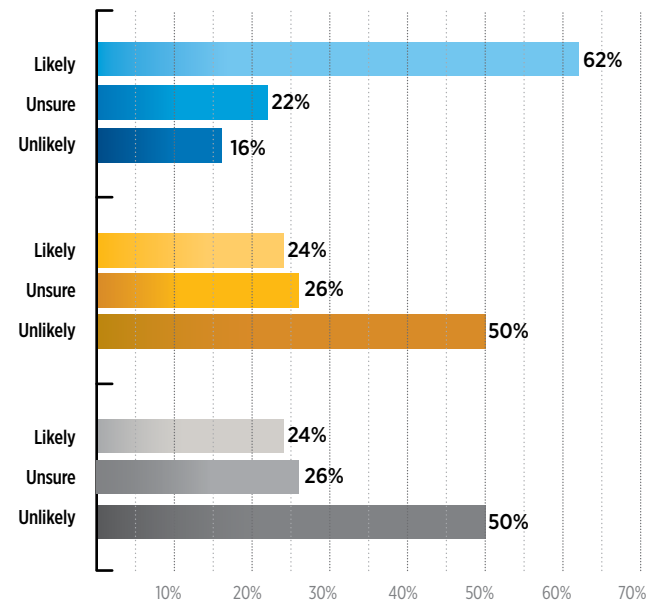
LIKELIHOOD FOR TRAINING IN 2013

● IT Skills   ● Project Managment   ● Business Skills

Are managers likely to send IT staff to training?

Likely	64%
Unsure	19%
Unlikely	17%
Likely	29%
Unsure	31%
Unlikely	40%
Likely	28%
Unsure	29%
Unlikely	43%

What are the training expectations of IT professionals?

Likely	62%
Unsure	22%
Unlikely	16%
Likely	24%
Unsure	26%
Unlikely	50%
Likely	24%
Unsure	26%
Unlikely	50%

Non-IT training trends

For the second year, we invited non-IT pros to contribute their opinions on training and the importance of certifications to their career path. These respondents accounted for 14 percent of the overall response and were from a broad mix of disciplines, including some that are heavily certification-focused, such as non-IT project management, accounting, and engineering.

Although certification is less important in general to non-IT pros, there's still a need to increase one's soft skills in order to stay current with business trends and processes. Approximately 80 percent of the non-IT respondents said they believe training is important to their career growth, and more than 60 percent predicted that they will take some form of training, most likely skills-based, in the coming year.
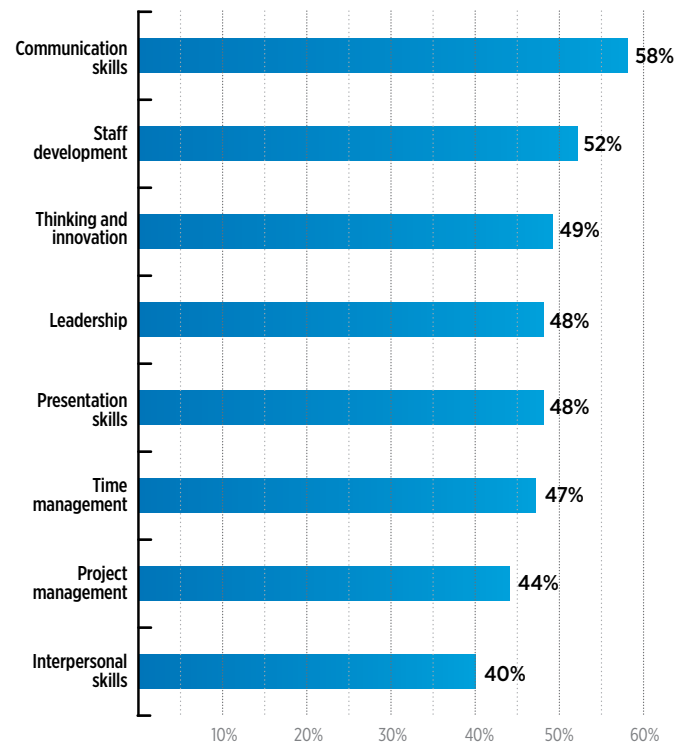
Akin to their IT counterparts, nearly two-thirds of non-IT managers said they expect to send staff for training this year, with nearly half authorizing training that is for certification or recertification.
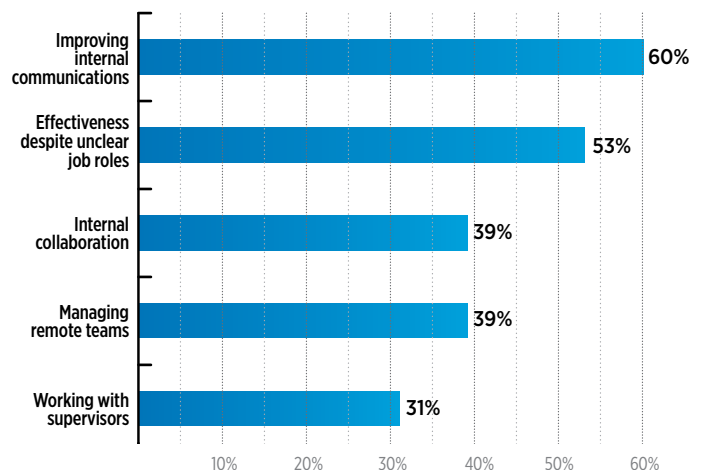
Future economic impact

The percentage of respondents reporting that business and IT projects are being initiated or resumed was 79 percent—stable compared to the prior year.

Looking at current business conditions, four percent of respondents reported that they are seeing the worst ever. This percentage has steadily declined since a high of 14 percent in the 2010 study. Over half of respondents (53 percent) reported they're seeing at least slow growth, with 14 percent reporting business is good.

SKILLS CRITICAL TO NON-IT CAREER GROWTH

Skill	Percent
Communication skills	58%
Staff development	52%
Thinking and innovation	49%
Leadership	48%
Presentation skills	48%
Time management	47%
Project management	44%
Interpersonal skills	40%

KEY CHALLENGES FOR NON-IT PROS

Challenge	Percent
Improving internal communications	60%
Effectiveness despite unclear job roles	53%
Internal collaboration	39%
Managing remote teams	39%
Working with supervisors	31%

Conclusions

There are no secrets to success. It is the result of preparation, hard work, and learning from failure.

COLIN POWELL

Conditions for IT organizations continue a trend of gradual improvement, but challenges remain. More respondents to the current study than to last year's reported difficult business conditions at their companies, and fewer managers authorized training in the past year. The percentage of respondents who reported feeling insecure in their position held firm since last year's survey, remaining four points higher than in 2011. However, there are reasons for optimism.

Though IT and business professionals have limited, if any, control over the global economy and its effect on their organizations, they do have the power to influence the value they bring to the organization. This remains a good step toward elevating personal success and economic stability.

When it comes to new skills, adding to one's skill set not only improves on-the-job effectiveness but also opens the door for advancement and an above-average increase in compensation. Certifications are still seen as valuable within the IT community. This trend is unlikely to change as the pace of technological innovation and market forces continue to demand new ways of thinking and executing.

Continuing a trend revealed in recent studies, technical professionals can add to their earning potential by branching into areas of business process improvement, including ITIL and Six Sigma. Similar opportunities are open to those who pursue training and certification across technical areas.

This year's survey revealed that IT and business professionals can increase their compensation not only by leaving their company for another opportunity but also by increasing their value to the organization through developing new skills and participating in critical projects.

About Global Knowledge

Global Knowledge is the worldwide leader in IT and business skills training, with more than 1,500 courses that span foundational and specialized training and certifications. Our core training is focused on Cisco, Microsoft, Avaya, VMware, Red Hat, business process improvement, and leadership development. 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. Founded in 1995, Global Knowledge employs more than 1,300 people worldwide and is headquartered in Cary, NC. The company is owned by New York-based investment firm MidOcean Partners. Learn more at www.globalknowledge.com.

About Windows IT Pro

Windows IT Pro is an independent online community serving the information and education needs of IT professionals. *Windows IT Pro* is a cornerstone of the Penton Technology Group—an ecosystem of technology-focused communities that serve Microsoft and IBM IT professionals and developers and IT channel companies. Learn more at windowsitpro.com.

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About the Primary Researcher

Greg Timpany is the Senior Market Research Manager at Global Knowledge. He has more than 20 years of experience in market research, competitive intelligence, and database marketing. He has designed and implemented consumer and B2B studies and is a published author and lecturer focusing on the effective use of marketing data. Greg has held positions with Guitar Center, Los Angeles Times, and Wilkin Guge Marketing, and he holds an MBA in Information Systems and Marketing from California State University, San Bernardino.

Thanks to Our Partners

Global Knowledge and *Windows IT Pro* extend a special thank you to our partners for helping make this year's survey our biggest and best ever:

- ASPE Training
- Cisco
- Citrix
- CompTIA
- EMC
- Global IT Community Association (GITCA)
- Information Systems Audit and Control Association (ISACA)
- International Avaya Users Group (IAUG)
- International Professional Practice Partnership (IP3)
- Juniper
- Microsoft
- PEOPLECERT
- Red Hat

Survey Methodology

The 2013 IT Skills and Salary Survey was conducted online from September 10 to October 19, 2012. More than half a million survey invitations were e-mailed to recipients from the databases of Global Knowledge, *Windows IT Pro*, and partner companies. Links were also provided in online newsletters.

The survey yielded more than 23,800 completed responses from around the globe, with 49 percent coming from the United States and Canada. This online survey was tabulated using SPSS.