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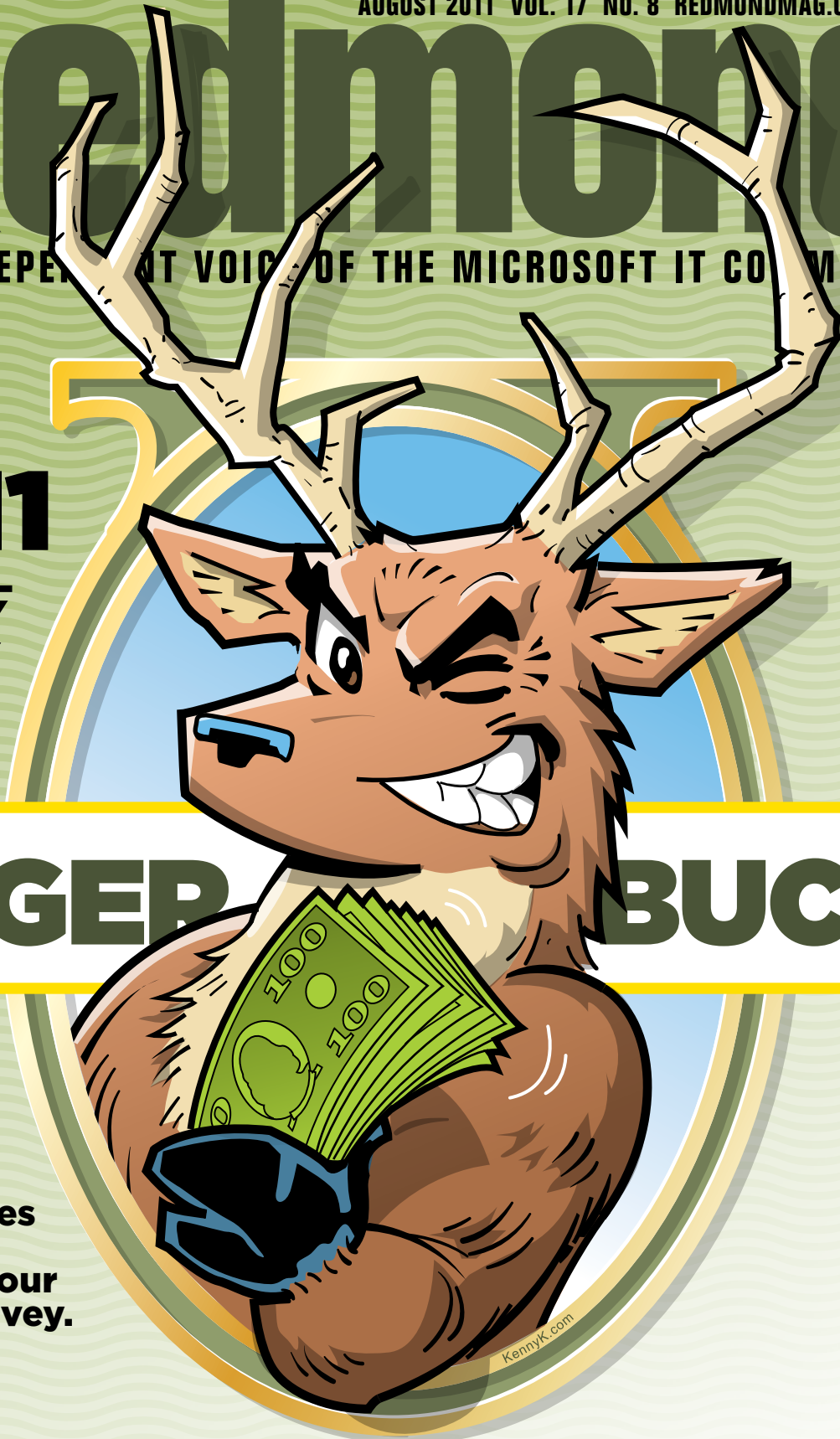
Redmond

THE INDEPENDENT VOICE OF THE MICROSOFT IT COMMUNITY

2011
ANNUAL
SALARY
SURVEY

BIGGER BUCKS

IT pros
are once
again
raking in
the cash,
with salaries
showing
growth in our
annual survey.



KennyK.com

BIGGER BUCKS

For *Redmond* readers, compensation has gone up and raises and bonuses made a comeback after a mostly flat year in 2010. ■ By Michael Domingo

IT salaries and the recession: One day, we might talk about the first topic without mentioning the other, but this is not that day. That's because the recession's sting over the last five years lingers among *Redmond* readers. When asked what impact the recession had on their IT budgets in the last year, 47 percent of readers say the impact is major, and that impact is felt in salaries, but more often in hiring.

Nevertheless, *Redmond's* 16th annual IT Salary Survey offers some sweet rays of good news this year: Salaries, raises and bonuses have all gone up in the 12 months since we last surveyed readers (see Chart 1, p. 3). The increase in average salary, to \$84,608, is 1.2 percent higher than (and nearly double) last year's flat 0.6 percent increase over 2009. Still, it might take some time before we see salary increases like we saw employers dole out before the darkest days of the recession. Hopefully this will all be part of an attempt to retain the best employees, and these increases may actually come with the return of benefits like stock options, 401(k) matching and training dollars. Well, one can at least hope.

With higher salaries also thankfully came better raises and bonuses, which we'll get to later in this report. We'll also peer into other parts of the salary picture to see how

Microsoft technologies, IT expertise, or education and other factors can impact compensation.

Some readers note a gradual recovery for IT jobs in a still-tough economy: "The recession isn't over," says Kris B., who isn't an economist but a developer with a digital agency in Spokane, Wash. She explains: "In some ways, the IT industry may be more recession-proof than other industries because technology is the driving force behind so much of the economy." Her sentiments on IT and the economy are shared by dozens of other readers, many of whom agreed to be contacted after we conducted the initial survey.

"I think the employment situation for IT people is gradually improving," says Kim T., an IT executive in Chicago. Still, he qualifies that statement by saying, "As long as we're in tough economic times, there will be downward pressure on salaries."

Keith M., a systems integrator for an outsourcing firm in Richardson, Texas, agrees: "I believe the worst part of it is over, but that the recovery will be slow. I expect slow improvement [in compensation] over the next 12 to 18 months."

[Many respondents agreed to talk with us on the condition that we maintain their anonymity. We refer to them by first name and last initial throughout this article.—Ed.]



Chart 1. The Big Picture

A shaky economy hasn't kept a lid on *Redmond* readers' base salaries, raises or bonuses. In each case, all the averages are higher this year, with companies loosening the purse strings a little more when it came to raises and bonuses than a year ago. Charts elsewhere in this article provide some of the details.

	2010	2011
Base Salary (avg.)	\$83,638	\$84,608
Raise/Increase	\$2,263	\$2,624
Bonus (avg.)	\$2,812	\$3,093
Age	46	46
Years in IT	11.9	11.8
Male vs. Female	5:1	6:1
Education	64.1% have a 4-year degree or higher	63.1% have a 4-year degree or higher

25% increased their IT budgets in 2011

most ranges fell slightly from last year, but if you look at ranges between \$80,000 and \$99,999, you'll find that those categories increased. Viewed by percentage, those ranges look even better: The number of respondents who said their salaries ranged between \$90,000 and \$94,999 was higher by 52 percent over 2010, while those in the \$85,000-\$90,000 and \$95,000-\$99,999 categories were up by 18 percent.

And, finally, it's always a good idea to benchmark our results in the context of the real world (our survey, after all, is just a measure of *Redmond* readers' earning power). For that, we look to other salary surveys. A good one comes from information systems management consulting firm Janco Associates Inc. Janco's 2011 report shows median salaries from 2010

Worth One's Salt

With the average salary inching up nearly a grand over last year—a tough economic year—to \$84,608, how can we be certain our results are trustworthy? One way is to look at the median. The median figure is the salary that's dead center among all salaries (that is, half of the respondents make more than the median, and the other half make less than the median). The median this year is \$82,000, which is \$2,000 greater than last year's result. An improvement of 2.5 percent over last year's median tells us the average salary isn't that far off of center. The median percentage increase is higher than the mean percentage increase, which indicates that our numbers are fairly accurate.

Chart 2 shows salaries by range, which shows the range of salaries that affected the average. What we find here is that

Chart 2. Average Salary by Range

Salary ranges for the most part mirrored last year's results, but there were more respondents this year who said they made between \$80,000 and \$99,999. From a percentage standpoint, there were 52 percent more respondents whose salaries fell into the \$90,000-\$94,999 range than a year ago.

Range	%, 2010	%, 2011
Less than \$20,000	0.7	0.9
\$20,000-\$29,999	0.8	0.5
\$30,000-\$34,999	1.7	1.1
\$35,000-\$39,999	2.3	1.5
\$40,000-\$44,999	2.9	3
\$45,000-\$49,999	3.9	3.8
\$50,000-\$54,999	5.4	4.5
\$55,000-\$59,999	5.3	5.4
\$60,000-\$64,999	6.1	5.9
\$65,000-\$69,999	6.9	5.9
\$70,000-\$74,999	6.9	6.6
\$75,000-\$79,999	6.8	6.6
\$80,000-\$84,999	7.1	7.9
\$85,000-\$89,999	5.7	6.8
\$90,000-\$94,999	5	7.6
\$95,000-\$99,999	5.5	6.5
\$100,000-\$124,999	16.9	15.8
\$125,000-\$149,999	5.9	6
\$150,000 or More	4.2	3.4

Chart 3. Raises and Increases

The last 12 months have been good to most *Redmond* readers. Raises for most ranges went up. And better news is that fewer in 2011 claimed no increase or a pay cut. As we did last year, we asked respondents if they expect a raise next year. More of them in general expect something better than \$1,000—and, even more interestingly, fewer are expecting pay cuts.

Amount	2011	Next 12 Months
Up to \$999	7.2	7.6
\$1,000-\$1,999	13.2	14
\$2,000-\$2,999	10.9	12.4
\$3,000-\$3,999	8	9.2
\$4,000-\$4,999	4.4	6.1
\$5,000-\$9,999	8.6	8.1
\$10,000-\$14,999	3	2.1
\$15,000-\$19,999	1.1	0.8
\$20,000-\$24,999	1.1	0.5
\$25,000-\$29,999	0.5	0.1
\$30,000 or More	0.6	0.5
No Increase	35.9	35.6
Decrease	5.5	2.8

(\$77,604) to 2011 (\$77,873) increasing by an anemic 0.35 percent. By that standard, our results appear quite liberal.

IT recruiting firm Robert Half Technology (RHT) had a survey that came out at the end of 2010, and even then it doesn't provide numbers that can be compared apples-to-apples with our survey. But digging into the information a bit shows that the RHT data has network managers looking at a 4.3 percent increase, while business intelligence analysts saw a 5 percent increase (a 4 percent to 5 percent increase seemed to be the running theme with all computer-related professions that the RHT survey measured). Against parts of its survey, our results appear very conservative.

The granddaddy of all measuring sticks, the U.S. Department of Labor's Bureau of Labor Statistics (its sample is vast and comprehensive), has data specifically on network and



computer systems administrators throughout the United States. If we were to pick a category from it that typifies the *Redmond* magazine reader, it would be network and computer systems administrators; the Labor Bureau's report shows that segment making \$82,650 annually. Now, that's in our survey's ballpark.

Chart 4a. Bonuses: Received, Expected

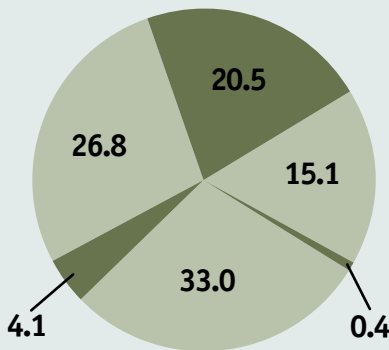
Bonuses were higher than last year based on percentages for every range except for those claiming \$1,000 to \$5,000. There's good news: Fewer respondents said they got no bonus than a year ago. Bonuses for the next 12 months also look promising, for the most part.

Amount	2011	Next 12 Months
No Bonus	51.1	52.2
Up to \$1,000	9.8	9.3
\$1,000-\$4,999	17.9	16.8
\$5,000-\$9,999	9.9	10
\$10,000-\$14,999	4.7	5
\$15,000-\$19,999	2.8	2.6
\$20,000 or More	3.7	4.1

Chart 4b. How Are Bonuses Calculated?

With an economy that has improved over the past 12 months, it's no wonder we've seen bonuses go up this year. Even so, respondents tell us that bonuses are derived from a simple formula of corporate profitability combined with personal performance.

Based on Company Profitability	20.5
Based on Personal Performance	15.1
Based on Certification	0.4
Combined Profitability/Performance	33.0
Profitability/Performance/Certification	4.1
Other Reason Not Cited Here	26.8



For Some, an Unexpected Raise

Base salary is just one part of the compensation picture, of course. There's good news with raises, too. Year over year, raises went up 15 percent, with the average among those who received one at \$2,624 (see Chart 1, p. 3). That figure includes those who said they received no raise; counting only those who said they received a boost, it goes up to \$4,249.

When we look at Chart 3 (p. 3), which shows raises by range, we find that more than half of respondents reported receiving a raise of up to \$10,000. And here's another piece of good news, if you can call it that: Only 36 percent of all

respondents reported no increase, which is 4 points fewer than last year.

"I received a 10 percent raise, which, although it was somewhat unexpected, was gratefully received," says Vito D., an application development manager in New York City.

"My salary did go up from last year by 4.5 percent," says Brian O., an IT manager in Branford, Conn. "I was happy, to say the least, because our pay had been frozen for a year."

Chris M., a systems analyst in Willis, Texas, says his salary increased 15 percent—through a job change. "My salary went up from last year, but that's only because I was laid off right before Thanksgiving due to outsourcing my position as a systems administrator to a contractor."

An IT director in Wilmington, Del., who asked to be identified only by the moniker of "Snow," says she was surprised by a \$7,500 salary increase. That's because she got pretty much the same increase a year ago, despite the company performing poorly: "My department delivered on very challenging projects."

Darwin P., a developer in Louisiana, took a bold step that resulted in a 10 percent raise: "I resigned and was lured back with more money."

Darwin's situation is more common than you might think, as employers seek out skilled workers who need little or no training. "I think that, like many IT houses, people are being asked to do more," says Josh L., who has earned a 3 percent raise in the short time he has been with his company in Chattanooga, Tenn., working as a tech specialist. "Many of the individuals that are left at many of these places are rising to the occasion to make things happen, even though overall times are tough."

Making It to the Bonus Round

Let's complete the main compensation trifecta and look at bonuses. More than half our readers told us they went without this year. Even so, at 51 percent, that's 3 points lower than last year's result. In most cases, the lingering recession had some impact.

"Coming out of the recession, we weren't expecting any bonuses," says Vito D., whose statement echoed the sentiments of many of our readers.

Not all companies play stingy with bonuses, though. Mainly, it's non-profit organizations or public sector

Methodology

We compiled this 16th report the same way as we've done the last six years: Using proprietary survey software, we e-mailed notices to 40,000 *Redmond* print magazine and online newsletter subscribers for whom we have e-mail addresses.

After we obtained 2,575 responses in less than a week, we closed the survey, then filtered those responses. We removed data that was incomplete and suspicious, and then removed any respondent who did not fill out specific salary information. The charts you see in this report come from the 1,475 solid responses.

—M.D.



positions that don't give bonuses. According to Hank L., a systems administrator with the police department in Guilford, Conn., there's "no such thing as bonuses in the public sector, at least not here."

For those who did receive a bonus, it was higher than last year's on average, at \$3,093, or 10 percent bigger year over year.

Peter D., an IT director for a health-care provider in Columbus, Ohio, says his bonus "was unexpected, as we've been trying to contain costs for the last couple of fiscal years."

8% of companies no longer offer 401(k) matching

Kristin G., a software test engineer for a marketing company in Little Rock, Ark., says her "company's policy is to offer quarterly bonuses based upon revenue. And we've been in the black throughout the recession and have continued to receive bonuses, although some have definitely been smaller than others!"

Chart 5. Base Salary by Job Title

Based on percentages, network project leads gained the most year over year, followed by trainers (which were the big losers last year). Database programmers often rank highest, but dropped to fourth place this year—yet they still managed to go up nearly 7 percent from last year's result. Help desk support continues to stay flat year over year.

Job Title	2011
Networking Project Lead (Non-Supervisory) Management (Supervisory)	\$98,081
Programming Project Lead (Non-Supervisory)	\$95,682
Database Administrator/Developer	\$95,279
Programmer/Analyst	\$95,212
Webmaster/Developer/Producer	\$86,162
Network Engineer	\$81,705
Systems Administrator	\$78,759
Trainer	\$73,547
Help Desk/User Support	\$72,063
	\$54,573

Chart 6. Salary by Job Title, Years of Experience

Overall averages went up, except for those with six to nine years of experience (that group dropped 1.5 percent from 2010). Those with up to two years of experience in IT saw higher salaries in 2011.

2011	1-2	3-5	6-9	10+
(Overall)	\$67,672	\$68,066	\$70,544	\$87,687
Database Administrator/Developer	*	\$64,052	\$76,500	\$97,529
Help Desk/User Support	\$37,033	\$43,847	\$50,011	\$59,048
Management (Supervisory)	\$81,940	\$87,680	\$78,264	\$98,115
Network Engineer	*	\$63,618	\$65,058	\$83,038
Networking Project Lead (Non-Supervisory)	*	*	\$73,165	\$102,610
Programmer/Analyst	\$63,666	\$67,636	\$81,863	\$88,155
Programming Project Lead (Non-Supervisory)	*	\$92,000	*	\$95,320
Systems Administrator	\$57,452	\$59,052	\$65,884	\$76,292
Trainer	*	\$72,166	*	\$73,276
Webmaster/Developer/Producer	*	*	\$74,108	\$82,583

*Insufficient Data

Salaries for Certifications, Partners

It's good to be in the channel. Based on the average pay of readers among our big three technical publications, those who read *Redmond Channel Partner* have the highest earning power. That's probably due to the fact that *RCP* readers typically are C-level executives and business owners.

As for *Redmond* readers out-earning MCPmag.com readers, it has a lot to do with job-role parity. Managers and supervisors make up more than 42 percent of the *Redmond* reader demographic, whereas only 34 percent of MCPmag.com readers have stepped up to management.

Publication	Average Salary, 2011
Redmond Channel Partner	\$92,222
Redmond	\$84,608
MCPmag.com	\$80,791

You can find those salary surveys here:

MCPmag.com mcpmag.com/salariesurveys

RCPmag.com rcpmag.com/salariesurveys

ESJ.com, another 1105 Media property, also compiles its own report. The editors were in the midst of compiling results for 2011 at the time of writing, but the 2010 report can be viewed here: esj.com/articles/2010/08/16/2010-salary-survey-overview.

—M.D.

"I did receive a bonus, but it was not enough to bring my overall pay to the level it had been in 2009 before [my company] did across-the-board cuts," says Keith M., the systems integrator from Richardson, Texas. "I hadn't been expecting it as the account I was on was portrayed as being underperforming financially. Our team was one of two teams that was green on the performance dashboard for that particular account, however."

"I got a small [bonus] last year, less than 1 percent of my salary," says Ray R., an IT specialist with a federal agency in Seattle. "I don't expect one this year, but if I get one, it will be small."

Exceptions to the Rule

One segment of our readership that rarely saw a raise or a bonus, though, was those working for U.S. government agencies, or those who contract to them. What helped this segment was that salary increases often came in the form of a cost-of-living adjustment (or COLA, essentially a federally mandated raise).

"Our budgets are based on federal budgetary process," says Scott G., a systems architect at a Tennessee aerospace engineering contractor, whose salary was boosted by a 2.5 percent COLA. One can't blame Scott for looking at



Chart 7. Salary by Microsoft Product Expertise

Those with Microsoft Operations Manager (MOM) expertise came out on top, but we expect that figure to drop—MOM has been phased out of mainstream support in the last year. BizTalk experts were just below MOM at \$105,321 (salaries for BizTalk experts on our MCPmag.com survey also ranked highly there). (We removed several products with insufficient data from this year's survey, including App-V, Content Management Server, Windows Home Server, Host Integration Server, Storage Server, System Center Virtual Machine Manager, Virtual PC and Windows Essential Server. Many of these products are at or near end of life, are being discontinued or had insufficient responses.)

Application Center	\$89,119
BizTalk Server	\$104,333
Exchange	\$84,553
Forefront	\$79,619
Identity Integration Server	\$95,401
Internet Information Server	\$94,966
Internet Security/Acceleration Server	\$98,231
Visual Studio	\$95,898
Live Communications Server	\$60,500
Microsoft Operations Manager	\$105,321
Office/Visio/FrontPage	\$88,944
Project Server	\$91,060
SharePoint Server	\$91,963
Small Business Server	\$74,696
SQL Server	\$94,074
Systems Management Server	\$86,173
Systems Center	\$78,281
Terminal Services	\$97,590
Windows (any)	\$79,093
Windows 2000	\$79,119
Windows Client Support	\$76,735
Windows NT Server	\$68,179
Windows Server 2003	\$73,796
Windows XP	\$68,262
Windows Vista	\$73,796
Windows Server 2008	\$82,378
Windows Server 2008 Hyper-V	\$91,005

Chart 8. Salary by Technology Expertise

Percentage gains and losses this year in this category were relatively flat; the biggest gainer, database development, was 6.2 percent up from last year, followed by hardware design at 4.6 percent. Big losers were those with Oracle expertise, 5.9 percent, followed by those with Novell skills, at 4.9 percent.

Accounting software	\$86,046
Backup and storage management	\$82,803
Customer relationship management	\$88,282
Data warehousing	\$96,903
Database administration	\$86,190
Database development	\$92,460
E-commerce	\$95,323
Extranets	\$100,566
Hardware design	\$90,668
Help desk support	\$77,192
Intranets	\$86,990
LAN/WAN internetworking	\$81,631
Linux	\$83,611
Messaging/e-mail	\$81,979
Novell	\$79,096
Oracle	\$94,555
Outsourcing	\$99,740
Portable/embedded computing	\$93,164
Research/development	\$95,142
Routers and switches	\$80,198
Security	\$85,990
Software design	\$95,576
Strategic planning	\$93,799
Systems integration	\$90,098
Systems management	\$83,397
Telephony	\$84,274
Training	\$82,674
Unix	\$91,714
VPN/remote management	\$83,431
Virtualization	\$85,970
Web services	\$91,161
Web site development/management	\$89,229
Windows testing/planning/pilot	\$84,319
Wireless/mobile computing	\$84,282

the future skeptically, as the U.S. government may look to cut defense spending: “Our budgets will continue to decrease.”

The Virginia-based federal telecommunications integration company that Rebecca G. works for went against the grain and gave her an incentive bonus, but no raise or COLA. IT director Rebecca cited “lack of a federal budget ... business was down as

13% say being an MCP affects compensation positively

a whole,” and explains the incentive this way: “I think a one-time hit to the bottom line looks better than a recurring one.”

Ray R. says he was affected by a federal pay freeze, which meant 2011 was salary *deja vu*, at least for the time being. “I’ve found that you nearly always get a better pay raise when you change jobs,” he says.

As for the 12-month outlook, respondents are predicting similar raises and bonuses. “I think companies are trying to invest in their employees again and now that they’re starting to turn a bit of a profit; they’re sharing some of that in the way of raises and bonuses,” says Kristin G. “But I don’t think companies are willing to go crazy about it; they will remain conservative for another few years.”

Salaries by Job Title

Let’s slice and dice those numbers a bit and look at salary by job title (Chart 5, p. 5). Network project leads top the list this year, at \$98,081, displacing last year’s list topper, programming project lead, which jumps down two spots. Managers have been steady over the last two years, holding on to second place.

Based on percentages, network project leads also gained the most, at 14 percent year over year. They were followed by trainers, who—while the biggest salary losers last year—improved by



7 percent this year. Database programmers have been fairly consistent in the rankings, but dropped from the top spot to fourth from a dollar perspective. Still, based on percentages, they managed to go up nearly 7 percent from last year's result. Managers and help desk support stayed flat from a year ago.

When we look at salaries by job title through the prism of tenure (Chart 6), we see things to be as expected: The more years in IT, the higher the average salary. And then there's the one oddity: Pay for those with six to nine years experience dropped 1.5 percent from 2010.

What's interesting to note is that respondents who said they had up to two years of experience in IT actually saw higher salaries in 2011. Some of the respondents we talked to came from non-IT employment segments, attracted to the higher salaries they heard about in IT.

Chart 9. Salary by Education

Employers say they place value on degrees, and the evidence here shows that to be mostly true. As you climb the ladder to a higher degree, your salary tends to go up. Year over year, those who completed four years improved their worth by nearly 4 percent. Noteworthy is that respondents who obtained their four-year degree this year went up by 11 percent.

	By Percentage	By Salary
Some high school	0.2	\$65,500
Graduated high school	2.9	\$79,264
Attended some college	20.4	\$81,048
Graduated 2-year college	13.4	\$74,234
Graduated 4-year college	34.2	\$85,982
Post-grad study/no degree	9.4	\$85,161
Master's degree	17.4	\$92,182
Doctoral degree	1.8	\$99,342

The Specialists

Having expertise with a specific Microsoft technology can often boost your salary as well as make you attractive to prospective employers. As Chart 7 (p. 6) shows, it's Microsoft Operations Manager (MOM) experts at the top, followed by BizTalk experts (also in the six-figure realm), with ISA Server experts placing third.

We expect this portion of the survey to change dramatically next year, as products like MOM get nearer to being phased out of mainstream support and those who possess that exper-

29% expect their IT budgets to increase heading into 2012

tise have likely already started looking at many of the System Center solutions. Likewise, those who claimed ISA Server expertise and plan to update their skills would be smart to move on to its successor, Forefront Threat Management Gateway.

That MOM was higher this time was due to an anomaly—many of those who claimed expertise in it were also some of

the highest earners in our survey. Some of those high wage earners have moved on to executive management positions and are no longer using the product at their current job roles.

In any event, we want to report the results as truthfully as possible. But we also don't want to intentionally mislead and

34% work for a government or educational institution, or at a nonprofit organization

tell readers that MOM is the expertise they should be shooting for, based on salary. We can say with some certainty that respondents who aren't on the executive track next year will likely claim expertise in one of the Microsoft System Center solutions. Whether salaries for System Center experts go up or down next year is anyone's guess.

Experts in Technology

As we do every year, we asked readers to say which technologies are their primary claims to fame. Looking at those results based on salaries (Chart 8, p. 6), extranet experts make the most. In fact, their \$100,566 number is the only one to break through the six-figure ceiling this year when salaries are

Chart 10. Additional Compensation

As was the case last year, many of the non-standard forms of compensation—such as high-speed Internet connection and expense accounts—were offered as benefits. The good news is that, as evidenced earlier, companies offered bonus incentives. Paid medical/dental and life insurance also made a comeback, as well as 401(k) offerings, with and without company matching.

401(k)	65
Paid medical/dental	58
Paid life insurance	53
Paid training	49
Bonuses	39
College education reimbursement	38
Paid technical conference attendance	32
Paid certification exams	30
Practice equipment (computers, switches, etc.)	22
401(k) without company contribution	19
Software for personal use	18
High-speed home Internet connection	10
Stock purchase program	10
Profit-sharing	10
Expense account	9
Stock option program	6
Car allowance	4
Sabbatical (one month or longer)	2

viewed this way. Right below that are those who work for outsourcing firms, followed by those with data warehousing skills.

When the salaries by technologies are viewed by percentages, they're mostly flat, but gainers edge out the losers. The



biggest gains from a year ago are those with database development skills, earning 6.2 percent higher, followed by hardware design experts at 4.6 percent. Big losers are those with Oracle expertise, 5.9 percent, and those who claimed Novell skills, at 4.9 percent.

While it might be useful to look at salaries based on skills, it's also useful to see skills based on what companies are seeking right now. Respondents told us that they will be involved with deploying the following solutions by the end of 2011: Exchange Server 2010 (21 percent), SharePoint 2010 (20 percent), Office 2010 (20 percent) and Windows 7 (19 percent).

Virtualization has been a hot area for some companies, and our survey shows that 77 percent of respondents' organizations have already virtualized their servers, while 44 percent have virtualized applications. Another 34 percent have also virtualized their desktops.

"Getting VMware to play nicely was a burden," according to Kristin G. "But overall it's been a helpful addition to the server farm and has enabled us to create multiple customer environments on a single machine without having to worry about one customer inadvertently seeing another customer's data."

62% say they will never deploy Windows Vista

Janis W., an enterprise specialist with a local government agency in Austin, Texas, says her company is "40 percent virtual and plans to continue to replace hardware with virtual servers."

Hank L. believes companies have mostly pragmatic reasons for virtualizing that, in turn, can percolate through company budgets into better compensation. "Because the economy is poor, anything that makes things more effective and efficient ... can be rewarded, as the return is much higher," Hank says.

Noteworthy is that 28 percent have started bringing Apple iPads into the network management fold, with another 9 percent planning to do that by the end of 2011.

Don't Worry, Be Happy

One new question we asked this year has to do with how IT professionals feel about their careers overall.

"I love what I do, and I'm paid well for it," says Darwin P.

More Salary Surveys

It seems everyone has a salary survey. Besides our very own 1105 Media-related publications, you might also want to check out the following:

Janco Associates Inc.
e-janco.com/Salary.htm

Robert Half International
roberthalftechnology.com/SalaryCenter

Salary.com salary.com

ComputerWorld Salary Survey
computerworld.com/s/article/9214739/Salary_Survey_2011

U.S. Bureau of Labor Statistics
bls.gov/oes/current/naics4_519100.htm

Chart 11. How Do You Feel About the IT Profession Overall?

This was a new question this year, with a strong response. An overwhelming 85 percent of respondents work in IT, it seems, because they've got passion for the job.

Love it	40
Like it	45
Neutral	10
Unfulfilled	4
Hate it	1

Chart 12. Will You Be in IT in Five Years?

As Redmond's IT readership adds years in service to IT, we expect attrition from retirements and job burnout—and that means a step up the career ladder for those who love working in IT.

Yes	88%
No	12%

"The projects I work on are engaging and challenging. [Most of] the people I work with are great. I probably should rate everything [highly], but I can't shake the feeling that it could just be better."

Darwin is not alone here. Overwhelmingly, 85 percent agree with Darwin or, at the very least, say they like their jobs in IT.

What makes Deb W., a systems administrator in Colorado Springs, Colo., glad she's in IT is the "exciting job using cutting-edge—or bleeding-edge, depending on the day—technology." And, like Darwin P, she adds, "I work with a great team of people."

For some, corporate culture and working with a team can outweigh salary. It's a theme that we've seen repeating itself as we compile these surveys each year, and one we think will keep many in the IT profession for the long run.

12% plan to change jobs next year in order to improve their salary situation

"Most of the people I work with are an absolute pleasure to work with. Very talented, motivated and truly team players," says Vito D.

He isn't considering a job change out of IT, ever. "I absolutely love what I do and couldn't imagine doing much else," Vito says. **R**

Michael Domingo is the executive editor of new media for the 1105 Enterprise Computing Group.



Salaries by Regional Size

Those living nearer to metropolitan areas will always be better compensated than those living in the country or in suburbia.

Region	Salary
Rural area (fewer than 50,000)	74,023
Town (50,000-200,000)	82,075
City (200,000-500,000)	81,825
Major metro (500,000+)	91,295

Salaries by Major Metro Areas

While IT pros in San Jose, Calif., were tops last year, two other California cities beat them this year: San Francisco and Los Angeles. Even so, IT workers in Washington, D.C., topped all. Of the 44 cities included, 20 are below the average salary of all respondents.

Area	Salary
Albuquerque	88,750
Atlanta	94,311
Austin	85,283
Baltimore	96,167
Birmingham	75,054
Boston	96,516
Charlotte	70,321
Chicago	85,495
Cincinnati	84,428
Cleveland	81,050
Columbus	74,372
Dallas/Ft. Worth	90,660
Denver	85,495
Des Moines	78,180
Detroit	83,592
Houston	96,694
Indianapolis	76,978
Kansas City	81,378
Las Vegas	70,989
Los Angeles	113,507
Memphis	67,250
Miami	112,323
Milwaukee	85,124
Minneapolis	87,696
Nashville	79,284
New Orleans	63,052
New York	96,629
Oklahoma City	85,115
Omaha	75,437
Orlando	68,792
Philadelphia	93,646
Phoenix	90,637
Pittsburgh	77,582
Portland, OR	80,024
Sacramento	95,179
Salt Lake City	98,180
San Antonio	92,285
San Diego	81,589
San Francisco	114,230
San Jose	111,750
Seattle	93,023
St. Louis	78,438
Tucson	75,943
Washington, D.C.	119,716

Salaries by State

IT professionals in Maryland are the only ones to top six figures in this split. Other states with high earners include Connecticut, New Jersey and Virginia. 35 states reported salaries below the average of all respondents.

State	Salary
Alaska	79,769
Alabama	73,571
Arkansas	56,129
Arizona	82,429
California	90,691
Colorado	85,612
Connecticut	97,730
Delaware	82,615
Florida	82,981
Georgia	79,002
Hawaii	93,218
Iowa	68,875
Idaho	68,683
Illinois	80,625
Indiana	83,018
Kansas	73,050
Kentucky	75,155
Louisiana	69,017
Massachusetts	88,096
Maryland	104,746
Maine	*
Michigan	78,407
Minnesota	77,666
Missouri	75,963
Mississippi	66,083
Montana	62,034
North Carolina	80,232
North Dakota	78,257
Nebraska	72,780
New Hampshire	85,694
New Jersey	95,970
New Mexico	73,721
Nevada	72,167
New York	80,045
Ohio	76,316
Oklahoma	72,780
Oregon	82,907
Pennsylvania	81,253
Rhode Island	80,025
South Carolina	78,543
South Dakota	*
Tennessee	78,659
Texas	88,146
Utah	*
Virginia	94,038
Vermont	*
Washington	86,867
Wisconsin	77,419
West Virginia	72,481



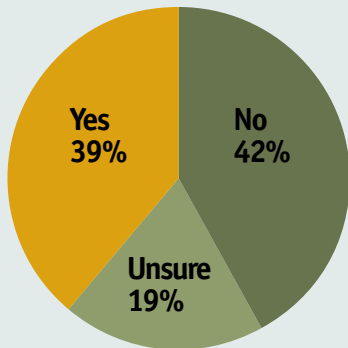
IT Hiring

While the bulk of our questions relate to salary, we also collect some information regarding your perceptions on hiring, outsourcing and technology deployments, which we show in the following charts.

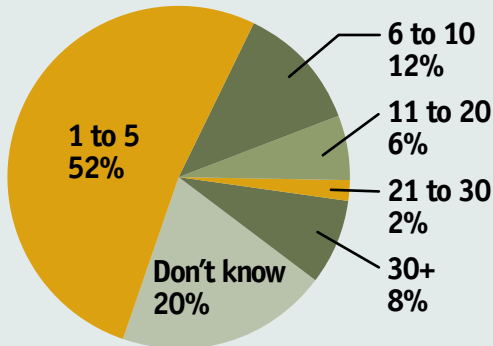
Hiring IT Professionals

Respondents predicted a soft 2011 for hiring, but have more optimism heading into the next year by more than 7 percentage points year over year. Of those who do plan on hiring, most will add, at most, five staffers.

Hiring Plans, Next 12 Months



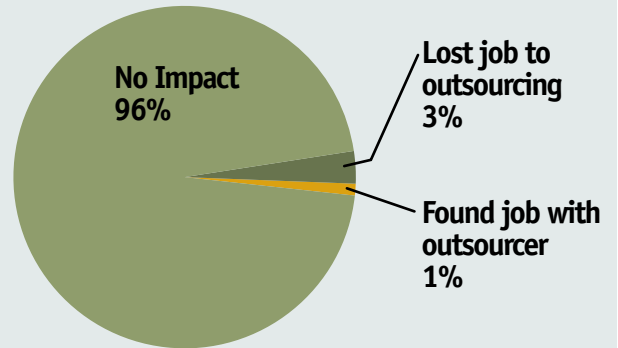
How Many Will Be Hired?



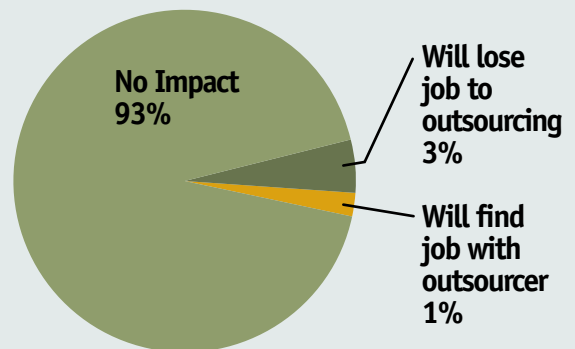
Outsourcing

Not to sound like we're repeating ourselves, but just as it has been since we asked this question years ago, outsourcing will have very little impact on IT worker jobs.

Has Outsourcing Impacted Your Job This Year?



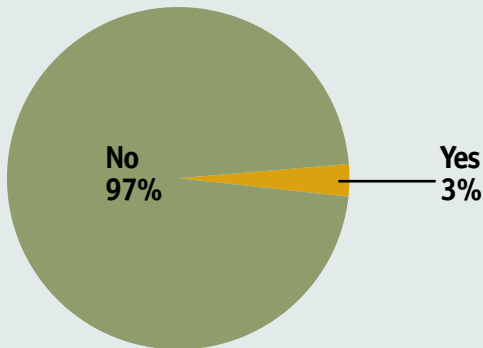
Will Outsourcing Impact You Next Year?



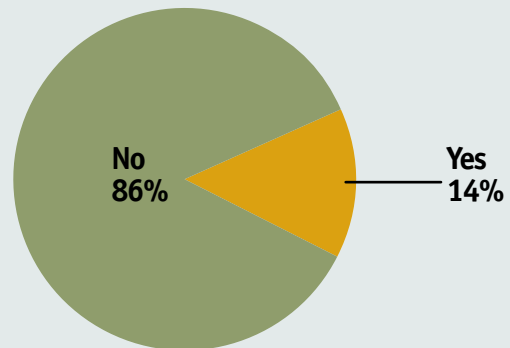
Layoffs, Rehiring

This is the second year in which we asked about layoffs. And, just like last time, we offer the following caveat: Because we choose from active names on our internal subscriber lists, it's highly likely that an active respondent is also an employed one; less than 1 percent of active respondents said they were still unemployed when we conducted this survey. Compared to 2010, layoffs at companies have eased, with layoffs down 10 points in 2011.

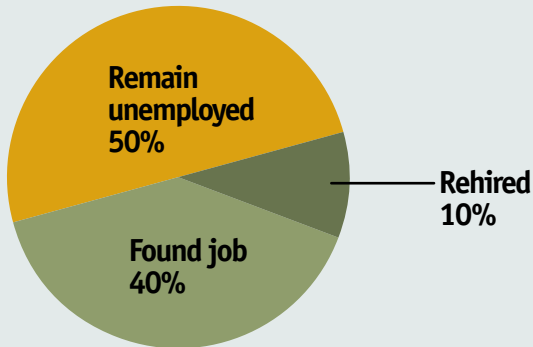
Have You Been Laid Off in the Last 12 Months?



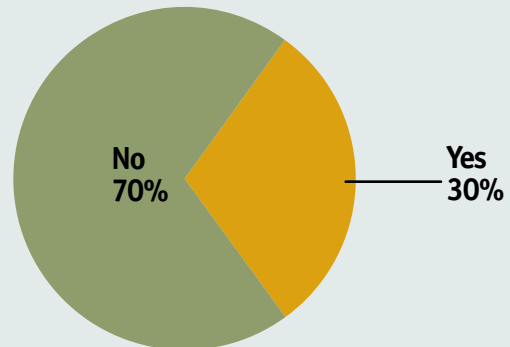
Did Your Company Outsource to Fill in the IT Gaps?



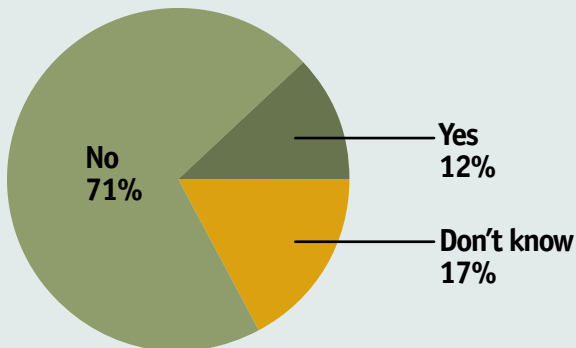
Rehired/Found a New Position?



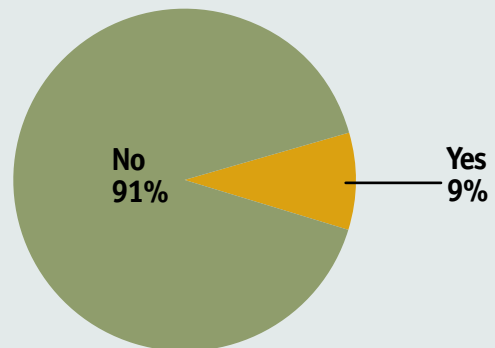
Were New Projects Put on Hold Due to Layoffs?



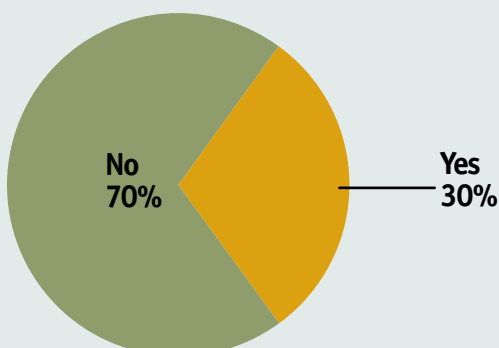
If You Were Laid Off, Was It Due to Outsourcing or Offshoring?



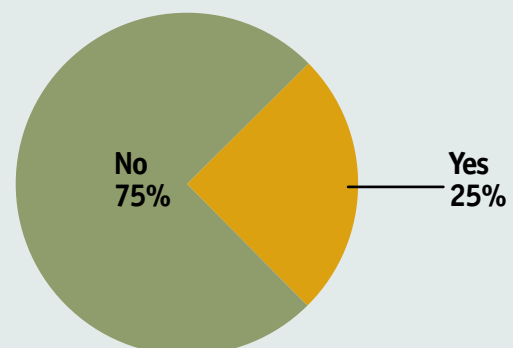
Did Your Company Use Cloud-Based Services to Fill in the IT Gaps?



Were Other IT Personnel Laid Off Last Year?



Were Software/Hardware Upgrades Forestalled Due to Layoffs?





Job Satisfaction

As we've done each of the last six years, we asked you to rank some aspects of your career. As usual, the results are a mixed bag, but respondents overall appear fairly satisfied with what employers offer. Numbers in red indicate a result lower than the 2010 result.

Base Salary	
Absolutely Satisfied	7.30%
Very Satisfied	23.80%
Fairly Satisfied	36.90%
Somewhat Dissatisfied	21.60%
Dissatisfied	10.40%
Average	2.96

Flexible Work Schedule

Absolutely Satisfied	20.70%
Very Satisfied	38.70%
Fairly Satisfied	26.90%
Somewhat Dissatisfied	9.60%
Dissatisfied	4.00%
Average	3.63

Corporate Culture

Absolutely Satisfied	9.20%
Very Satisfied	23.60%
Fairly Satisfied	33.30%
Somewhat Dissatisfied	22.30%
Dissatisfied	11.70%
Average	2.96

Raises/Bonuses/Etc.

Absolutely Satisfied	7.20%
Very Satisfied	20.60%
Fairly Satisfied	32.80%
Somewhat Dissatisfied	24.70%
Dissatisfied	14.60%
Average	2.81

Paid Training

Absolutely Satisfied	5.70%
Very Satisfied	22.00%
Fairly Satisfied	30.90%
Somewhat Dissatisfied	26.60%
Dissatisfied	14.80%
Average	2.77

Work Responsibilities

Absolutely Satisfied	10.70%
Very Satisfied	39.00%
Fairly Satisfied	35.60%
Somewhat Dissatisfied	11.10%
Dissatisfied	3.60%
Average	3.42

Other Fringe Benefits (Cars, Assoc. Fees, etc.)

Absolutely Satisfied	6.50%
Very Satisfied	17.40%
Fairly Satisfied	34.40%
Somewhat Dissatisfied	24.40%
Dissatisfied	17.30%
Average	2.72

Access to New Technology

Absolutely Satisfied	11.90%
Very Satisfied	35.30%
Fairly Satisfied	34.20%
Somewhat Dissatisfied	13.50%
Dissatisfied	5.10%
Average	3.36

Overall Compensation

Absolutely Satisfied	6.50%
Very Satisfied	26.20%
Fairly Satisfied	37.60%
Somewhat Dissatisfied	20.40%
Dissatisfied	9.20%
Average	3.00

Paid Time Off

Absolutely Satisfied	15.70%
Very Satisfied	38.20%
Fairly Satisfied	31.10%
Somewhat Dissatisfied	10.00%
Dissatisfied	4.90%
Average	3.50

Job Security

Absolutely Satisfied	13.70%
Very Satisfied	29.60%
Fairly Satisfied	37.90%
Somewhat Dissatisfied	11.20%
Dissatisfied	7.50%
Average	3.31

Overall Feelings

We also asked, "How do you feel about the IT profession overall?" Only 5 percent would rather not be in IT right now, which is no change from last year's result.

Love it	40
Generally satisfied	45
Neutral	10
I'd rather be doing something else	4
Hate it	1