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Certified Professional Magazine

MOVIN' ON UP!

**Our 10th Annual Salary Survey
Shows Wages Pointing Skyward**

**10TH
ANNUAL
Salary Survey**



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After a flat year, salaries for Microsoft Certified Professionals have gone up, as this year's 10th Annual Salary Survey shows.

■ BY MICHAEL DOMINGO



What a difference a year makes. The average salary increase reported by the nearly 1,700 readers responding to our 10th Annual Salary Survey was 5.3 percent from 2004 to 2005. While that may not be a tremendously impressive number, it becomes more so when juxtaposed against last year, when readers reported an increase that amounted to a mere

0.3 percent — essentially no increase at all.

But what is impressive indeed is comparing the average annual salary of this year's respondent pool —\$68,535— with that of last year's, which was \$61,400. That's a difference of \$7,135, or slightly more than 12 percent (see "2005 Compensation").

If you're thinking, "Wait a minute, I didn't get an increase even approaching 12 percent," perhaps we can explain. In years past our sample focused on the

Region with Highest Salary:
Mid-Atlantic \$76,858
Lowest: Midwest \$61,498

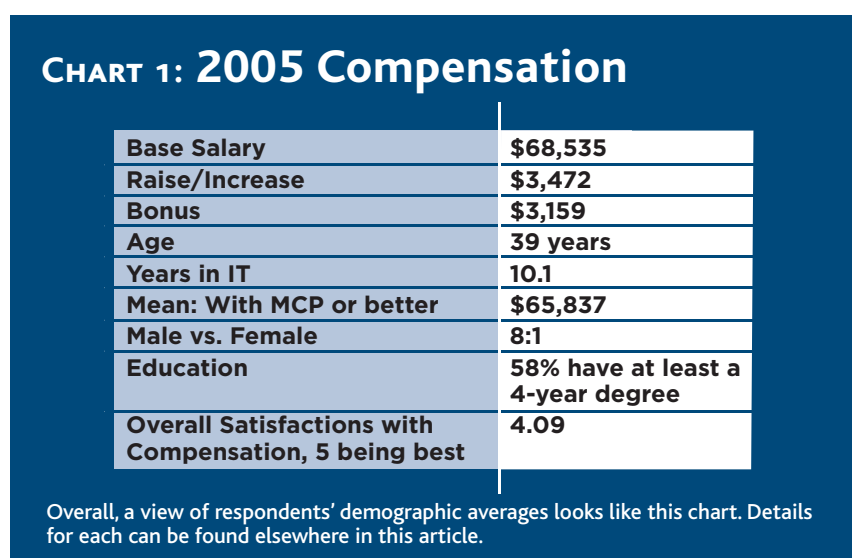
Microsoft Certified Professional demographic. As such, fewer than 20 percent of respondents held titles such as manager, program lead and networking project lead.

But our readership has been evolving over the years, none more so than this past year, and in large part it's due to

Average Salary: \$68,533
Average Years in IT: 10.4

the influence wielded by our sibling/spin-off magazine, Redmond, which has influenced the demographic we canvassed to take this survey (see "Methodology"). Our reader base was clearly taking on new responsibilities and, with them, assuming management titles — and salaries. This year, management-level folks made up 30 percent of all survey respondents — and reported average salaries of more than \$83,000 per year.

In other words, you're progressing up the IT ladder, taking on new responsibilities, and getting paid



accordingly.

The picture gets even rosier when you look at the job outlook for IT professionals from the U.S. Department of Labor's Bureau of Labor Statistics. The BLS indicates an increase that will be "faster than the average for all occupations through 2012, as organizations continue to adopt and integrate increasingly

sophisticated technology." (Details at <http://www.bls.gov/oco/ocos268.htm>.) It points specifically to "cyber-security" as a specialization that will outpace other areas of tech.

The Department of Labor Web site also points to positive evidence of job opportunities in the non-farm sectors, which includes IT. You only need to go as far as the July employment data,

How to Use the Salary Survey

How do I know what salary I should be making based on your guide?

The survey is just a guide to what your peers may be making on average, but you have to evaluate other factors and how they might influence your income. Here's a sample list:

- How well is your company doing? Does it offer raises or bonuses on a regular basis when things are going well?
- Is your company known for being on the cutting edge in its field? Those who keep up tend to need highly skilled personnel, and compensate accordingly.
- What kind of benefits does the company offer to its employees? And do they consider it as part of the overall compensation package?
- How have you performed each year and is that reflected in your salary?
- In what area of the country do you work? In general, it can influence what you make. If you're looking for a high salary, the mid-Atlantic region is hot.
- What does your skill set look like? Do you continue to learn as newer technologies peek above the horizon?
- Your personality might be a factor in your salary. Don't discount it.

There might be other factors besides these ones, but it's a start. It's a good idea to assess your situation and come up with a list of possible influences on your income, then write them down and weigh each one. You might very well be surprised at some of your conclusions.

Your numbers seem higher than what I make. Why?

Salaries reported in our survey are often high because, on average, most respondents have been toiling in IT for 10 years or more. It's similar in many industries, really. Those who are willing to stick it out in this industry tend to earn more, due to compounded raises and bonuses, promotions and so on.

I make less than the stated salary for my job title and years of experience. How do I approach my boss for a raise with these figures?

See the first question before approaching your boss for a raise. A solid evaluation of your circumstances is important before you decide to take a chance and ask for a raise. Be sure to research on your own company, too—some companies just aren't willing to pay what the going rate is. If that's the case, are you willing to move on?

—M.D.

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which shows, over the year, professional and technical services jobs up by 22,900, computer systems and design services up another 2,200, and management and technical consulting services higher by 6,200 jobs (see <http://www.bls.gov/news.release/empst14.htm>).

Accounting for job losses, an additional 23,000 jobs were tacked on that month, which adds to the 188,000 jobs in the overall sector that were added in the previous six months. (See the July 2005 Employment Situation Summary at <http://www.bls.gov/news.release/empst14.htm> for the hard numbers.) That, along with the positive outlook that the BLS cites above for computer job growth to 2012,

makes for some powerful evidence that companies are keen to invest in updating their software and hardware technology while there's money to spend.

What this all means is that IT workers are once again in demand, enabling you to potentially gain an upper hand in salary negotiations.

Males vs. Females

Men: 89%

Women: 11%

The Measure of Happiness

If you think that's wishful thinking, talk to David Glenz, an MCSE and lead systems administrator for a retail company in Mount Laurel, N.J. The 12 percent increase we saw compared to last year is in line with the salary bump he received this year. "I think management at my company is well

Living the Campus Life

Jerry Gonzales

System Analyst III

University of

New Mexico

Albuquerque,

New Mexico

SALARY: \$64,000

YEARS IN IT: 25

CERTIFICATIONS: MCSE



Jerry Gonzales was actually offered a job at the University of New Mexico—where he now works—back in the '80s when he first graduated, but he turned it down: "I wish I knew then what I knew now—I would have taken it."

Having worked for years for corporations, the government and even running his own business, he describes his current position as "heaven," saying that the benefits and the job itself more than make up for the higher salaries generally offered by the private sector.

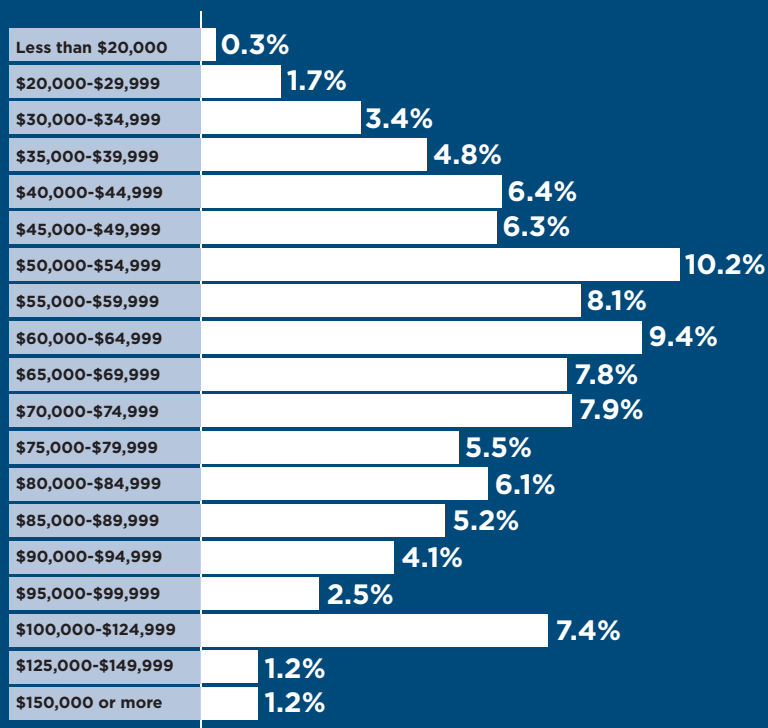
Some of the benefits are unique to campus life: Employees can send their children to the university for up to 18 units per semester for eight semesters, paying only a regular student fee of a few hundred dollars. "Many people, when their kids get close to college age, try to get a university job just for that reason," he said.

And a university environment is ideal for anyone wanting to get their hands on new technology. "We're always using the latest technology, always on the bleeding edge," he remarked. "The experience you get here is unparalleled ... you get exposed to so many things."

He said his colleagues at the university continually drive him to keep learning. "The environment itself is scholastic and competitive, but in a healthy way," he explained. "There's not any question—literally any technical question, no matter how obscure—that someone here won't know the answer to. You can send out an e-mail to one [of 180 IT people] and someone will know the answer in-house."

—Becky Nagel

CHART 2: 2005 Salary of All Respondents by Range



We asked all respondents to select the range of their annual salary before taxes, bonuses or other types of compensation. The majority of salaries landed somewhere above \$50,000 and below \$74,000. Mean salary this year was \$68,535.

Development Doctor

Stefan Panayotov, Ph.D.

PL*SQL/Web Developer

Academic institution

Philadelphia, Penn.

SALARY: \$65,000

YEARS IN IT: 21

CERTIFICATIONS: MCAD, Sun SCJP, SCSA

Stefan Panayotov, Ph.D., started working in IT 21 years ago, right after earning his doctorate in computer science for a project creating a kernel for a real-time multiprocessor OS with increased fault tolerance. However, despite his years of experience and educational background, he still felt the sting of the dot-com bust a few years back.

"It's definitely a pay cut," he said of his move from a small development start-up back then to his current position as a PL*SQL/Web developer for an academic institution with approximately 3,700 employees. "To some extent, I didn't anticipate the downturn in the economy. That was a disappointment."

While his salary isn't quite where he'd like it to be, Panayotov said that the strong medical, vacation and retirement benefits offered by his employer do help make up somewhat for the shortfall.

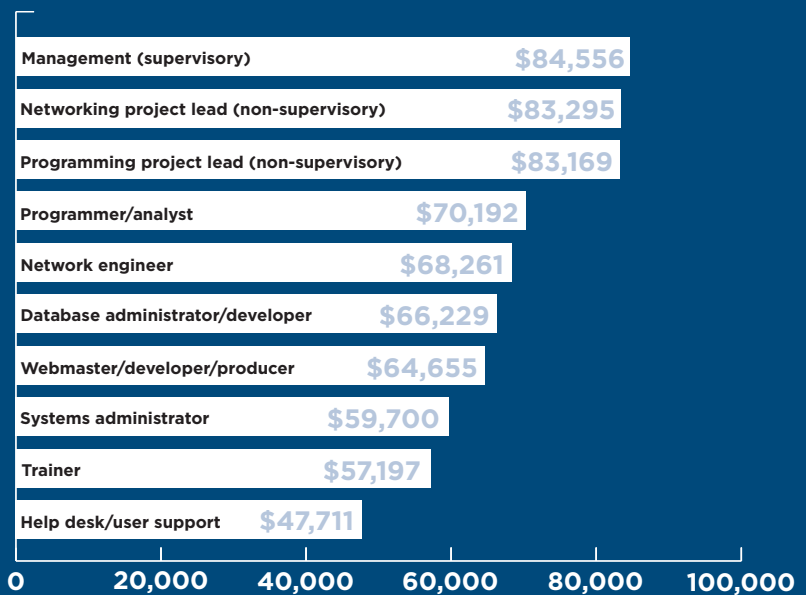
And Panayotov is somewhat optimistic about the future of development in the United States, citing quality issues with offshoring and the need for many companies to keep at least security-related modules in house.

But that doesn't mean he's complacent. "That's one of the reasons I'm moving to .NET ... I like having the big player behind it," he explained.

And he's genuinely impressed by the technology. "Microsoft did a good job this time," he said of .NET, adding that's he's looking forward to the 2.0 release later this year. "I've read some things...tried different versions, but I'm still interested to see when it's officially released what will be offered."

— *Becky Nagel*

CHART 3: Base Salary by Job Title



Job title, as in years past, is one of many determining factors in salary. We asked respondents to choose the title that best describes their current position. Managers top the list this year, while help desk workers remain at the bottom. Numbers are 2005 average base salary.

aware of the tendency for technology professionals to job hop," he says, "and they are willing to do what they can to hold on to the right people."

The \$68,535 overall average salary among the 1,675 valid respondents to our survey is also more than 4 percent higher than the average salary figure reported by the BLS: For computer and mathematical occupations, its number is \$65,510. Our result is more on the money when compared to the BLS's result for computer systems analysts, at \$68,370.

(See http://www.bls.gov/oes/current/oes_15Co.htm.)

And while the mean salary increase of \$3,472 is above 5 percent year-to-year, the news is even better for the 18 percent of you who reported raises of \$5,000 or more. (For more on this, see "Increase in Salary.")

On top of rising salaries, more than half of all respondents — 55 percent — expect to receive a bonus this year, with 20 percent of them totaling \$5,000 or more (see "Expected Bonus-

es"). That's down a bit from the 59 percent who expected bonuses last year, but still adds up to a pretty good year to be working in IT.

Certification's Impact

Historically, this survey has focused on the impact of certification on salary. But increasingly, that impact seems to be muted. This year, more than half of you — 51 percent — either weren't sure certification made a difference in salary or flat-out said that it didn't (33 percent).

That still leaves a healthy population that is seeing a benefit from certification, of course. When David Guibord, a network administrator in Farmington Hills, Michigan, obtained his MCSE in 2005, "It helped me get a job ... [with] a 47 percent increase," he says.

Guibord says he tacked on other certs since 2001, such as an MCSA: Security and a Check Point CCSA, but those are ones he hangs out on a shingle for more personal reasons.

Men: \$69,010
Women: \$63,6598

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"Unfortunately, now it's more for my knowledge and for my market value, as management does not seem to care what my certifications are," he adds.

Certifying beyond the boundaries of Microsoft technology is not just smart, it's a good way to expand one's marketability, and that notion's never been lost on our readership. "Many [companies]

require Microsoft and Cisco certifications, which is a definite plus to get an interview," says Casey Wood, a systems administrator with VistaCare in Scottsdale, Ariz. His goals lean toward Cisco titles. The same goes for Lee Ann Swanson, a network engineer in Watertown, S.D.: "My certification goals are to upgrade my MCSE and to

obtain the Cisco CCNA."

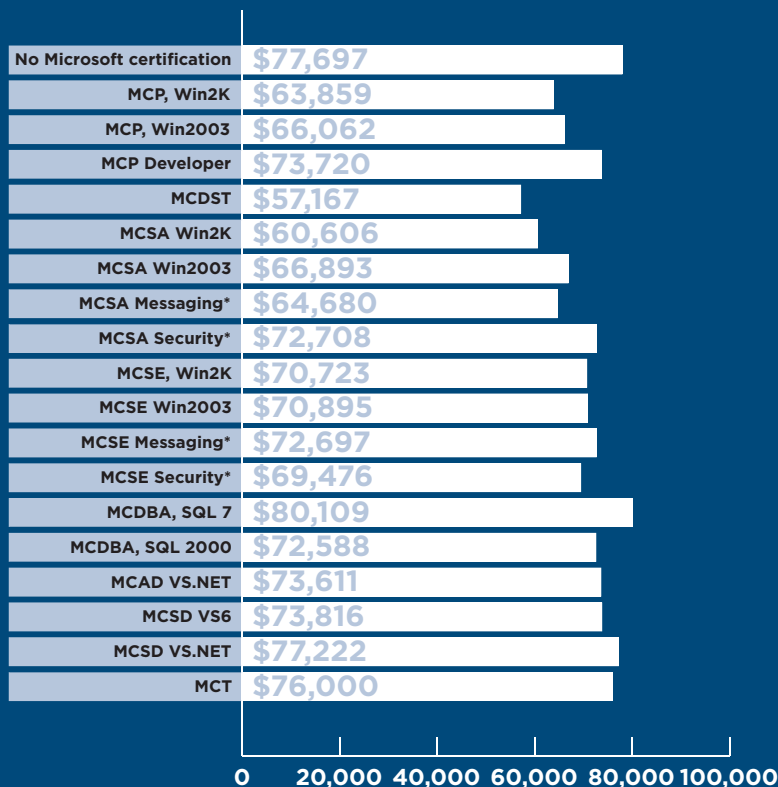
Wood's and Swanson's goals, if met, will place them among the 52 percent of respondents to this year's survey who count at least one other certification besides an MCP. Specialization dictates the best salaries, as Chart 5 on p. 50 shows, with IBM's WebSphere

and Hewlett Packard's Master ASE breaking six

figures, followed by the Project Management Professional in the third spot. Those possessing a Cisco CCNA, which is a goal for Swanson, reported making \$68,730 on average. Based on popularity among non-Microsoft certifications, the Computer Technology Industry Association's A+ and Network+ rank first and third,

Average Age: 39

CHART 4: Base Salary by Microsoft Certification



All respondents provided their current annual income before taxes. Only those salaries for MCSA-Windows 2003 and MCSD:VS6 titleholders took slight hits this year. Those holding the MCDBA: SQL 7 realized better than average gains, with an increase of \$12,509 over last year. (*Includes Win2K and Win2003 versions.)

Dave, Your Friendly IT Guy

David Guibord
Network Administrator
Shufelt, Inc
Farmington Hills, Mich.

SALARY: \$74,500

YEARS IN IT: 8

CERTIFICATIONS:

MCSA: Security, MCSE, CCSA



Dave Guibord is living proof that soft skills, particularly people skills, can not only help your long-term career, they can very directly affect your pocketbook. A few years back, his reputation as a friendly, helpful IT guy got him a significant raise at Shufelt—without him even having to ask.

"I fell onto the radar of the owner—he had an IT problem and I helped him out, so he started asking around about me," he explained. Because the managers all came back with such positive feedback about how genial and willing to help he is, Guibord said that soon after the owner pulled him into his office and gave him a 14 percent raise on the spot to put him on equal footing with another IT coworker: "I didn't even know [it was coming]."

It doesn't hurt that Guibord genuinely likes people. He said a main reason he enjoys his current job so much is the opportunity it gives him to interact with so many employees on a regular basis: "I support a fairly large-sized building, and we're always out fixing something, helping a user ... We cover almost the entire building once a week. I couldn't get that kind of interaction if I was in accounting."

He also gets satisfaction from helping users. "You can call it a hero complex if you want to," he laughed.

But he said what really drives him is the technology and doing something different every day. He's currently working on numerous projects, and while sometimes putting out the day-to-day fires can get frustrating, "that's what I like about the job too, so I can't complain." —Becky Nagel

Chaos Theory

Andre Walker
Client Support Specialist
Alexandria, Virginia

SALARY: \$50,000

YEARS IN IT: 7

CERTIFICATION: MCP



For having only one certification under his belt, Andre Walker has seen his salary rise \$14,000 over the seven years he's been in the IT industry. That's good news for a guy who was originally drawn to IT by the money, as many were in the heyday.

Walker stuck with it through the dot-com bust and gained considerable experience despite it all, landing gigs with Arthur Andersen, Accenture and Booz Allen Hamilton. Helping establish a central help desk for the Internal Revenue Service and migrating 50 computers a night for six months might sound like daunting tasks, but it all started as a part-time hobby for Walker, taking apart and fixing up old computers.

During this time, Walker worked as a system manager of a Nordic Systems store, and a manager taking classes for his MCSE sparked Andre's interest in pursuing IT more seriously. Walker found a job with an IT recruiter, where he learned about the help desk side from the company's desktop support technician: "When I had time, I would just go over, talk to him and pick his brain."

After intense self-study, Walker passed an MCP exam with flying colors, scoring well above 900. Besides preparing for the MCDST and MCSA exams, he's also looking into getting certified as an e-commerce consultant. That way, he can get back to his marketing roots and be able to "generate revenue for companies by bringing them from brick and mortar to the World Wide Web."

Walker currently works as a client support specialist at a PR firm that deals with grassroots politics. His job: to build a customer care center to address the technical issues the client managers were being asked about and "bring some order to the chaos."

— Daniel Hong

Cisco's CCNA is second, and Novell's CNA and CNE round out fourth and fifth.

As "Base Salary by Certification" shows, all certifications, with the exception of the MCSA: Windows 2003 and MCSD: Visual Studio 6.0 titles, ticked upward. MCDDBA: SQL 7 holders experienced the highest increase, up \$12,509 from last year.

Nearly half the respondents believe that obtaining a certification has improved or enhanced their chances of finding or keeping a job.

Certification's Fringe Benefits

A correlation can be made between

certification and salary — if you get one and see a boost in salary, it can't

get any more obvious — but it's not all about salary, says Bill O'Sullivan, an IT specialist with a federal

agency in Springfield, Illinois. "I can organize, plan and troubleshoot much better than I believe I could without certification," he explains, "and I believe employers understand this and compensate accordingly."

Respondents cite "personal goals" (75 percent) and "to get a better job" (39 percent) among two popular reasons for obtaining certification (see "Reasons for Certification"). Interestingly, only 21 percent of those sur-

Who's the Boss? Only 6.5% of respondents say they're self-employed.

CHART 5: Salary by Non-Microsoft Certifications

IBM WebSphere	\$108,333	CompTIA Linux+	\$59,833
Hewlett Packard Master ASE	\$102,000	CompTIA A+	\$56,602
Project Management Prof.	\$91,875	CompTIA Network+	\$54,937
(ISC)2 CISSP	\$89,630	Novell CDE	\$150,000*
Check Point CCSA	\$89,444	Novell CLE	\$150,000*
Citrix CCEA	\$87,708	Sun (other than Java)	\$100,417*
SANS GIAC (any)	\$87,083	Cisco CCDP	\$98,750*
CompTIA CTT+	\$82,273	Cisco CCIE	\$97,500*
Check Point CCSE	\$80,588	Sybase	\$96,250*
Cisco CCDA	\$80,536	(ISC)2 SSCP	\$95,000*
Hewlett Packard ASE	\$79,643	Linux Prof. Level II	\$88,125*
Veritas (any)	\$79,583	Oracle OCP DBA	\$85,556*
Novell CNE	\$78,173	Check Point (others)	\$85,000*
Cisco Specialization	\$76,250	CompTIA IT Project+	\$83,889*
Novell Master CNE	\$75,833	Nortel Networks (any)	\$82,500*
Cisco CCNP	\$75,682	Sun SCJP	\$82,500*
Sun Solaris (any)	\$75,167	Help Desk Institute (any)	\$82,222*
EMC (any)	\$74,808	IBM-Lotus Professional (Lotus CLP)	\$80,556*
Prosoft CIW (any)	\$71,946	Oracle OCA DBA	\$79,286*
Citrix CCA	\$71,500	IBM-Lotus Specialist (Lotus CLS)	\$78,000*
IBM Other	\$70,197	Sun Storage	\$77,500*
Cisco CCNA	\$68,730	Cisco CCSP	\$77,000*
Dell	\$68,539	Brocade (any)	\$76,250*
CompTIA (any)	\$68,421	Linux Prof. Level I	\$75,833*
Apple (any)	\$67,237	MySQL	\$75,500*
Novell CAN	\$66,192	Red Hat RHCE	\$70,938*
Hewlett Packard (any)	\$64,318	Enterasys	\$47,500*
CompTIA Server+	\$63,364		
CompTIA Security	\$61,423		

We asked respondents what certifications they held other than Microsoft's. (See "Base Salary by Certification" for a breakdown of salaries by specific MCP title.) Numbers are 2004 average base salaries. As with many comparisons, there are myriad variables (such as experience and multiple certifications) that influence compensation other than the title itself. (*One caveat with the results reported here: We included some titles to compare to last year; however, those titles had 10 or fewer respondents, making them statistically invalid. Thus, they appear in order of descending salary starting with Novell CDE. Use these numbers at your own risk.)

Movin' On Up

veyed say they got certified in order to obtain employment. It can get you in the door, as Stefan Panayotov, PhD, who works as a PL*SQL/Web developer in Philadelphia, can attest, "but not very attractive compensation." Despite being slighted on salary, he, like Guibord, still finds intrinsic value in certifications, and is "thinking about getting the Project Management Professional or the new Microsoft Certified Architect."

Tech Experts and Specialists

Technological expertise can factor in strongly with salary; the more specialized, the higher the salary (see "Salary by Skill"). Outsourcing experts topped the list this year, at \$84,139. This was followed by those in research and development, at \$78,438.

Those possessing strategic planning, extranet and software design skills rounded out the top five positions.

The BLS cites security as a hot area of employment in the next seven years. In our survey, those with security expertise indeed made out nicely, averaging \$70,268. But security fell into the middle of the salary pack, among those with Web site development (\$70,992), telephony (\$70,810), database administration (\$69,593) and systems management (\$69,601).

The highest paying industries, ranked by salary of its IT professionals, are topped by aerospace companies (\$88,571), followed by ISP/ASP (\$77,778), marketing/entertainment (\$75,288) and computer-related manufacturing (\$75,139). The defense/military industry is another hot area, as more federal money is poured into programs to maintain a tech-driven U.S. armed forces.

In terms of which Microsoft product skills pay best, at the top of this year's list is Identity Integration Server, at \$93,333, followed closely BizTalk Server, at \$90,441. Content Management and Windows Server 2003 Datacenter follow, at \$85,385 and \$84,938,

respectively. Rounding out the top five is Host Integration Server, at \$82,321. What's evident here is that, with more highly specialized expertise, salary is commensurate. Less than 1 percent claimed expertise with Identity Integration Server. BizTalk, Content Management Server and Host Integration Server ranged from 1 to 2 percent. Four percent claimed expertise with Datacenter Server.

Bringing up the rear are those who deploy Small Business Server, at \$62,212. Just above that are those with Windows client skills, at \$64,442, which is still a touch lower than this survey's overall salary average.

Education adds another ingredient. According to this year's results, respondents who earned a four-year degree or lower

have averaged no more than \$67,340. Those who've gone on to post-graduate study and beyond, though, fared better on salaries, to the tune of \$73,024. Almost 22 percent have claimed the latter, a slightly higher percentage than last year. (See "Salary by Education Level.")

Employment Outlook

Survey respondents were split on whether their companies would be in a hiring mood in the coming months (see "IT Hiring Plans"). About 40 percent said that their company had plans to hire more IT professionals, while 37 percent had no plans to do so. That edges last year's result, when 35 percent had plans to hire IT workers.

But by all indications, not too many of those surveyed were out of work in the past year. Only 5 percent stood in the unemployment line. (The number is closely aligned with BLS data, which put unemployment at 5 percent as of June 2005.) Of those, 85 percent found work or were rehired by the same company that let them go. According to our survey, the average that anyone was out of work was four months.

**Taking Care of Business:
More than 50% work at
least 41 but less than 50
hours a week.**

He's the Boss of Him

Christopher Dow

Consultant, Trainer

OdysseyNetworks,

The Computer

Trainers

Mobile, Alabama

SALARY: \$65,000

YEARS IN IT: 15

CERTIFICATIONS:

MCDST, MCSA, MCSE, MCT, Microsoft Office Specialist, CIW Certified Instructor/Security Analyst, Cisco CCNA, CompTIA A+, Network+, Security+



The idea of being a small-business owner appeals to many folks: the ability to set your own schedule, call the shots and make big money if your business is successful sounds like a fast boat to happiness.

Well, as the immortal Meat Loaf sang, two out of three ain't bad.

Christopher Dow of Mobile, Alabama owns a network consulting firm. Although he sets his own hours and calls the shots, the big money part has yet to happen. It's not that he's starving, but working 80 hours per week for \$65,000 per year means that, with vacation, he earns somewhere in the vicinity of \$16-\$17 per hour.

On the other hand, how do you put a price on a job you love? Dow says one of the best things about his job is "Change. I didn't want a job that would [always] have to do the same thing the next day. In IT things are always being updated, and new technologies appear every day, so I am never bored."

Dow's consulting firm is called Odyssey Networking, and includes a training division called The Computer Trainers. The company has 10 employees, including Dow. He's been in the biz for 15 years now, after stints as a search-and-rescue helicopter crewman, soldier in the U.S. Army, lifeguard and farm hand.

Now Dow is his own boss, and although his life is hectic, Dow says he made the right choices. "Salary is very important, but not as important as being able to wake up every morning wanting to go to work."

— Keith Ward

Movin' On Up

Last year, 11 percent of respondents predicted their jobs would be outsourced in 2005. We're happy to report that only 6 percent said they actually lost a job to outsourcing by the time of this survey. Yet the fear remains: 11 percent of respondents continue to believe that the next 12 months harbor a threat of job loss due to outsourcing.

"My job could certainly be outsourced, but it's not something I worry about daily," says Guibord, who places lots of value on soft skills to lessen the impact that outsourcing might have. He does add one caveat: "In the back of my mind, I remind myself that everyone can be replaced."

Those holding job titles like help desk/support and network project lead, jobs that have been easy to export in bulk, were more vulnerable to the outsourcing threat. Help desk workers lost out to outsourcing 12 percent of the time, while networking project leads were close behind, at 11 percent.

Programmer titles, such as programmer analyst and database administrator/developer, didn't suffer as much, with losses under 6 percent, despite those types of jobs being traditionally easy targets for outsourcing.

Still, the outsourcing threat remains. You need no further evidence than the fact that managers with outsourcing expertise are the highest paid in this year's survey.

Regional Variations

It's a well-known fact for just about any type of job that where you live can have a bearing on your salary. Our survey shows no evidence to the contrary. For the third year in a row, those working in the mid-Atlantic region came out on top, averaging \$76,858. Maryland leads all states in gross IT income, at \$95,449. In its shadow are IT pros in New Jersey, with \$81,324, followed by Virginia at \$76,964. Arkansas is at the lower rung, averaging only \$51,923.

A survey of metro areas shows Boston at the top of the compensation ladder, with

IT pros making an average of \$91,250. Washington, D.C. is a close second at \$90,183, with New York and San Francisco holding the next two spots, at \$89,940 and \$87,500 respectively.

What's My Motivation

A new set of questions we asked this year related to career satisfaction. Empirically, more than 60 percent were satisfied or very satisfied with their flexible work schedule, paid time off and work responsibilities (see "Career Happiness"). Access to new technology and job security also ranked above 50 percent on the satisfaction scale.

Corporate culture likewise ranked high, above other fringe benefits. Interestingly, raises/bonuses didn't live up to most respondents' ideal.

1 out of 4 respondents who were laid off believe their job was outsourced.

Methodology

Once again, *Redmond* and MCPmag.com turned to Larry Wilson and Wilson Research to help us create the survey and compile and report on the results. We e-mailed the survey to 50,000 individuals, representing readers of *Redmond*, as well as *Redmond Report* and MCPmag.com newsletter subscribers, both certified and non-certified. Of those, we were able to filter out the U.S. respondents to 1,675 people.

According to Wilson, the margin of error with this number of people hovers around 3 percent, which gives us great confidence in these numbers.

Thanks to Larry Wilson and Wilson Research for guidance in formulating the survey and interpreting the results. — M.D.

Sometimes, the Grass Is Greener

Bill O'Sullivan

IT Specialist

Dept. of Justice

Springfield, Ill.

SALARY: \$58,000

YEARS IN IT: 6

CERTIFICATIONS: MCSE, MCSE: Security, CCNA



Bill O'Sullivan has seen the downside of the IT life; now he's experiencing how the other half lives.

About a year ago O'Sullivan switched jobs from an environment so miserable that he sometimes couldn't sleep. Now he's earning \$58,000 annually, what he calls a fair wage, and doing work that fascinates him. O'Sullivan, of Springfield, Ill., works as an Information Technology Specialist for the U.S. Dept. of Justice, "supporting people who do their best to protect the United States and their community every day," as he puts it. Now that sounds like a man with job satisfaction.

But it wasn't always that way. His old position, he says, "was so extremely micromanaged that I could not excel in that environment." The situation was so negative, he says, "due to the carelessness and thoughtlessness of our boss at the time. I knew that all of the long hours and weekends that we were putting in were going unappreciated."

The final straw, O'Sullivan says, was "When I asked for four days off to attend free training and was denied. I knew it was time to leave."

Now he's doing envelope-pushing work "with interesting, intelligent people that I respect and admire more than they will ever understand." A recent project for O'Sullivan involved setting up the infrastructure for Illinois courthouses that were capturing audio feeds from legal proceedings and dumping the data onto servers for later retrieval.

And now he gets a good night's rest!

— Keith Ward

Movin' On Up

Salary has its place, but is not a key motivator in this industry. People in IT seem to have a genuine sense of accomplishment that comes with doing work that's otherwise perplexing to the rest of the computing world.

Jerry Gonzales, a systems analyst at University of New Mexico, remembers taking a basic programming class in high school that didn't go well. "I guess you could say I really stunk at it." Fast forward to college in the late '70s, when he was required to take a four-month-long computer class and he remembers that "for whatever reason, I fell in love with it." The class, which he finished in four weeks, had a life-changing impact that made him switch his pre-law major to data management, which, in 1977, was the precursor to what today is called systems analysis.

Gonzales' story is of the type told in various iterations, always including the word "love." "I love computers and a challenge. What can I say?" adds Kausch. "It's voodoo to most people and I enjoy making sense out of it all for my organization," says Mark Evans, a network administrator for the Indian Health Service in Oregon.

"Obviously, we live in a money-driven society ... salary is of the utmost importance," says Brian O'Connor, a network engineer with Branford, Conn.-based Harco Labs. "However," he adds, "the amount of praise and appreciation I receive makes me love my job that much more."

Dissatisfaction didn't run deep with respondents, which begs the question: Will most IT professionals working today stick around for the long haul? If the overall career satisfaction numbers are to be believed, 86 percent of you will be around for another five years-which may be long enough to roll out Windows Vista and Longhorn server. **R**

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Division of Labor

Whether you're a technical evangelist, the company's Exchange guru, or the program manager, job descriptions still boil down to the bare essential categories we've used to describe our readership over the past 10 years:

Network Engineer: Design, test, plan and deploy network solutions for information systems; help maintain network infrastructure.

Systems Administrator: Install and maintain server infrastructure; manage network users and computers.

Help Desk/User Support: Provide user support on applications and computer problems.

Programmer/Analyst: Develop or deploy software programs for information systems.

Networking Project Lead (non-supervisory): Responsible for directing a team of technical professionals in the deployment or development of network information systems.

Programming project lead (non-supervisory): Responsible for directing a team of technical professionals in the deployment or development of programming solutions.

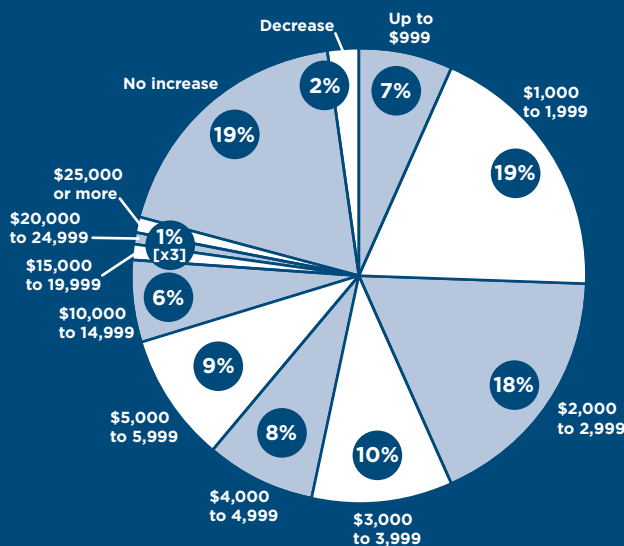
Management (supervisor): Have personnel responsibility for several or more technical professionals either directly or indirectly. Titles could include IS manager, IS director, CIO, etc.

Trainer: Primarily deliver classroom or online training.

Database Administrator/Developer: Design, develop, administer or maintain database management systems.

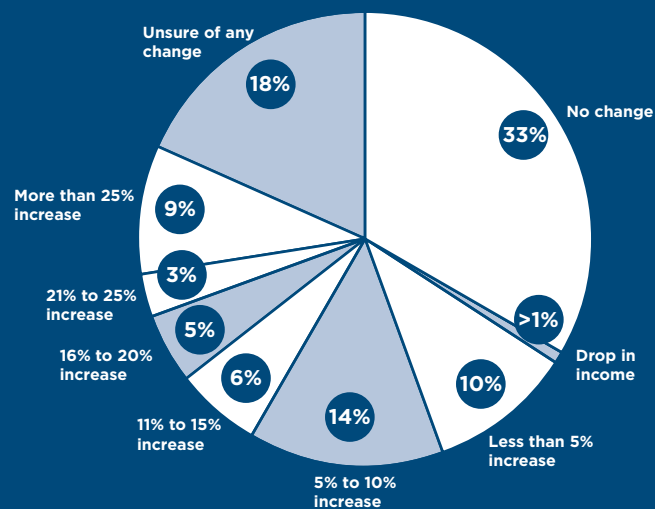
Webmaster/Developer/Producer: Develop, deploy and manage Web sites and Web-based applications.

CHART 6: Increase in Salary



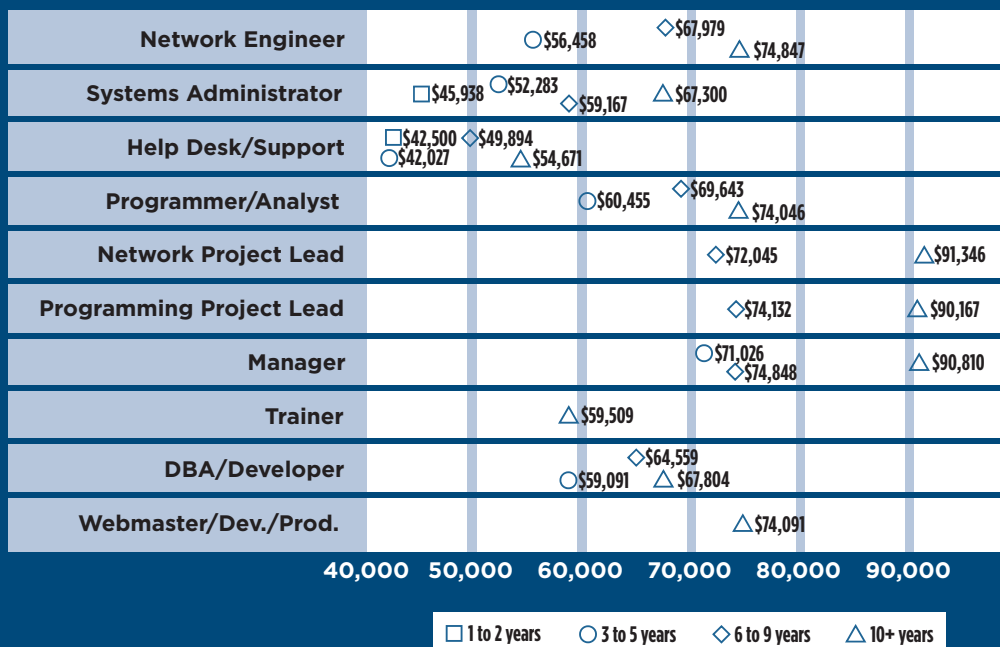
Respondents reported a mean raise of \$3,472; interestingly, one-fifth of all respondents reported no increase or a decrease in salary.

CHART 7: Effect of Microsoft Certification on Salary



The results have been consistent year over year, which shows that salary hasn't been a primary factor that motivates respondents to attain certification. The average rise for those who experienced an increase was 7.8 percent.

CHART 8A: Salary by Experience, Job Title



As in every year we've conducted this survey, salaries increase with years of experience. The question we asked was, "How many years have you held a job the specifically involves computer networking/programming?" This question doesn't reflect direct experience with Microsoft products (which is shown in chart 9). Also, this question excludes self-employed professionals.

CHART 8B: Salary by Experience, Certification

Salary by Experience	Average	No Cert	Any MCP	MCP, W2K	MCP, W2003	MCP, Developer	MCSA, W2K	MCSA, W2003	MCSA: Specialization	Any MCSE
1 to 2 years	\$56,500	\$85,900	\$44,500	\$43,600	\$31,700	\$43,300	\$53,200	\$53,900	\$51,500	\$51,500
3 to 5 years	\$55,500	\$61,300	\$49,400	\$48,300	\$41,800	\$95,000	\$53,400	\$51,700	\$56,600	\$57,100
6 to 9 years	\$64,700	\$66,500	\$59,900	\$59,300	\$53,500	\$71,700	\$58,300	\$68,900	\$71,200	\$67,600
10+ years	\$78,600	\$82,300	\$70,100	\$66,700	\$78,900	\$79,300	\$68,400	\$72,900	\$78,900	\$78,600

Salary by Experience	MCSE, W2K	MCSE, W2003	MCSE: Specialization	MCDBA, SQL 7	MCDBA, SQL 2000	MCAD	MCSD VS6	MCSD VS.NET	MCT	MCDST
1 to 2 years	*	*	*	*	*	*	*	\$45,000	*	*
3 to 5 years	\$52,400	\$58,900	\$65,800	\$55,000	\$62,500	\$58,900	\$55,300	\$70,500	\$70,000	*
6 to 9 years	\$65,600	\$70,600	\$69,400	\$63,800	\$68,300	\$77,500	\$85,800	\$70,900	\$74,300	\$51,200
10+ years	\$85,600	\$83,100	\$93,500	\$87,500	\$78,000	\$98,400	\$66,500	\$80,700	\$87,100	\$42,500

* Insufficient data

This chart shows a slightly different twist to the chart 7 (and doesn't account for job title). Just like job titles and years of experience, the same hold true for those holding certification - as the years pile on, you make consistently more.

CHART 9: Average Salary by Microsoft Expertise

Identity Integration Server	\$93,333
BizTalk Server	\$90,441
Content Management Server	\$85,385
Windows Server 2003 Datacenter	\$84,938
Host Integration Server	\$82,321
Application Center	\$79,022
Microsoft Operations Manager	\$80,895
Windows 2003 64-bit	\$79,804
SharePoint Portal Server	\$79,756
Project Server	\$76,775
Visual Studio	\$74,968
Windows 2003 Web Edition	\$74,891
Live Communications Center	\$74,655
Internet Information Server	\$74,618
Storage Server	\$73,482
Windows 2000 Datacenter	\$73,321
ISA Server	\$73,114
SQL Server	\$71,580
Systems Management Server	\$72,942
Windows NT Server	\$70,645
Terminal Services	\$68,543
Exchange	\$68,055
Windows Server 2003	\$67,883
Office/Visio/FrontPage	\$66,759
Windows XP	\$66,602
Windows 2000	\$66,065
Windows clients	\$64,442
Small Business Server	\$62,221
Speech Server	\$101,250*
Commerce Server	\$93,333*

For those professing expertise beyond clients, the more specialized the technology, the better the salary. Like last year, those with Identity Integration Server and BizTalk skills took more home.

I'm the Boss

If you were a self-employed IT professional in 2005, you were among a minority. Slightly more than 6 percent claimed to be their own boss. Salaries for those who were self-employed—often as an IT consultant, trainer or work-for-hire programmer—typically made more than their corporate counterparts: \$82,467. This is an increase of \$6,276 from last year. The difference comes out in the wash, so to speak, when other factors are figured in.

"My compensation is pretty fair for the amount of work that I perform, but travel and expenses are not included the majority of the time," says David Kausch, a consultant who performs retail installations in the south Florida. Aside from those caveats, self-employment means you're accountable for your own taxes, insurance, health and dental coverage, training and other ancillary business expenses.

Another caveat: You work until the work is done. For Chris Dow, who runs Odyssey Networking and the Computer Trainers in Mobile, Ala., that means he's constantly switching hats between technical consulting, training and managing the business. "I have to split my time between the three, which usually means an 80-hour work week."

—M.D.

CHART 10A: Expected Bonuses for 2005

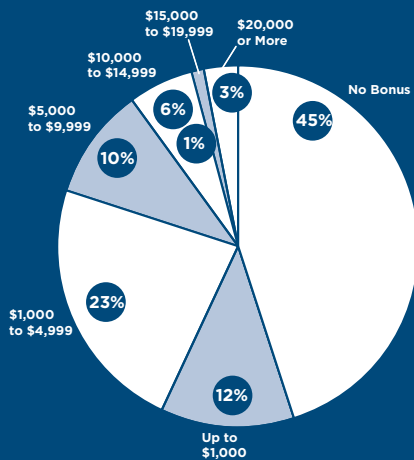


CHART 10B: How Bonuses Are Calculated

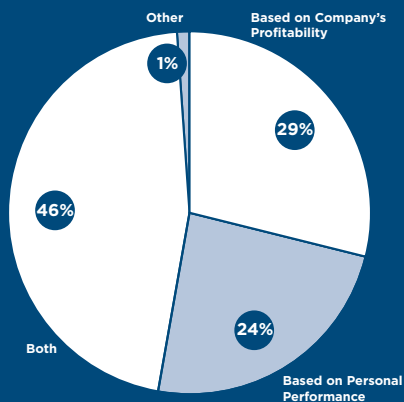
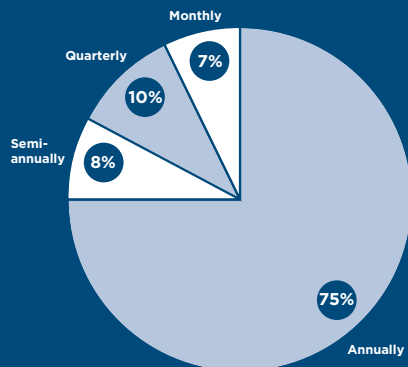
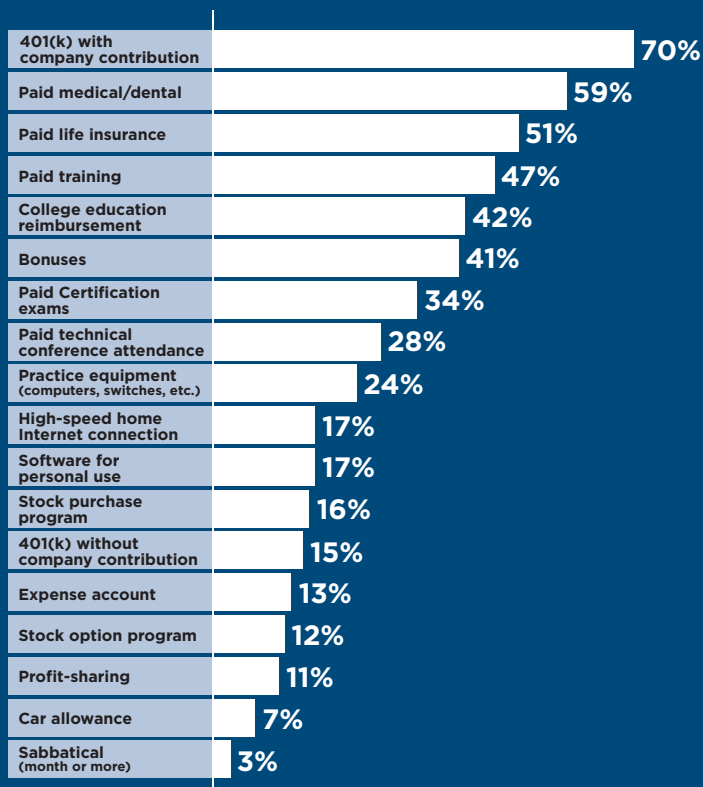


CHART 10C: When Bonuses Are Paid



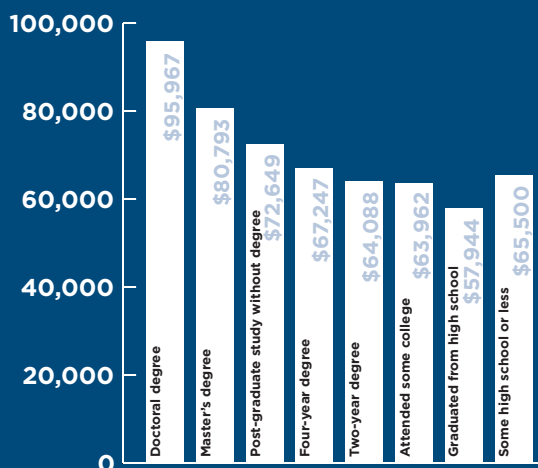
Only 55 percent of readers expect a bonus this year; it was slightly higher last year, at 59 percent. Of the half expecting a bonus, 23 percent predict bonuses will be within \$1,000 to \$5,000.

CHART 11: Additional Compensation Offerings



401(k) program with company contribution continues to outrank other benefits. These results are fairly consistent within a few percentage points of last year's results.

CHART 12: Salary by Education Level



The correlation between formal education and compensation is obvious, although it's simply one variable among many. More than half of the respondents hold at least a four-year degree.

CHART 13A-B: Average Salaries for the Self-Employed



The average salary this year for the self-employed IT professional is about \$86,317.

CHART 14: Salary by Industry

Aerospace	\$88,571
ISP/ASP	\$77,778
Marketing/entertainment	\$75,288
Manufacturing (computer-related)	\$75,139
Defense/military	\$74,777
Finance/Banking/Accounting	\$74,145
Research and Development	\$73,913
Computer/IT services: Network/data proc./systems integration/ASP/ISP/programming/ Web development/ ISV	\$73,786
Advertising	\$73,125
Engineering	\$73,047
Communications Carrier	\$72,045
Telecommunications	\$69,750
Government	\$69,576
Medical/dental/healthcare	\$66,753
Transportation/utilities	\$66,484
Construction/refineries/petroleum	\$66,429
Insurance/real estate/law	\$65,656
Retail and Distribution	\$64,202
Business services/consultancy (non-computer)	\$64,083
Manufacturing (non-computer related)	\$62,816
Education	\$57,510
Food/Restaurant	\$53,125

Manufacturing made the most in our previous year; now, aerospace, ISPs, and marketing/entertainment industries top it.

CHART 13C: Average Salaries for the Self-Employed

MCP	\$69,400
MCSA, Win2K	\$66,700
MCSA, Win2003	\$81,600
MCSA, Specialist	\$85,200
MCSE, NT 4.0	\$71,400
MCSE, Win2K	\$72,500
MCSE, Win2003	\$70,200
MCSE, Specialist	\$82,800
MCAD	\$80,600
MCSD, VS 6.0	\$97,600
MCSD, VS .NET	*
MCDBA, SQL 7.0	\$85,600
MCDBA, SQL 2000	\$76,100
MCT	\$77,800
MCDST	*

The average salary this year for the self-employed IT professional is about \$76,200.

CHART 15: Salary by Skill

	Average	Network Engineer	Systems Administrator	Help Desk/Support	Programmer/Analyst	Network Project Lead	Programming Project Lead	Manager	Trainer	DBA/Developer	Webmaster/Dev./Prod.
Outsourcing	\$84,139	\$73,654	\$53,421	\$52,500	\$81,786	\$97,500	\$88,056	\$95,485	*	\$50,833	\$125,000
Research and development	\$78,438	\$72,500	\$60,625	\$54,286	\$78,889	\$103,214	\$93,194	\$90,664	\$60,833	\$61,944	\$71,500
Strategic planning	\$78,216	\$74,402	\$62,088	\$55,000	\$75,833	\$87,857	\$81,471	\$89,097	\$68,750	\$56,818	\$95,000
Extranets	\$78,083	\$75,625	\$66,129	\$52,500	\$68,500	\$102,500	\$84,750	\$90,136	\$69,500	\$62,500	\$51,000
Software design	\$78,025	\$77,125	\$62,000	\$52,143	\$70,873	\$92,500	\$86,651	\$89,141	\$69,167	\$74,861	\$71,875
Oracle	\$77,825	\$69,107	\$60,060	\$52,222	\$79,674	\$87,500	\$82,812	\$92,220	\$75,000	\$83,214	\$48,125
E-commerce	\$77,151	\$69,444	\$56,935	\$42,143	\$72,053	\$84,500	\$90,238	\$91,718	\$73,750	\$84,167	\$60,833
Data warehousing	\$76,371	\$66,250	\$61,534	\$55,000	\$68,694	\$79,500	\$82,222	\$91,033	\$60,000	\$66,842	\$50,000
Unix	\$75,527	\$75,000	\$64,243	\$56,071	\$80,625	\$85,000	\$83,542	\$87,817	\$60,000	\$70,833	\$73,750
Customer relationship management	\$75,451	\$69,479	\$58,491	\$42,955	\$66,150	\$80,000	\$97,500	\$91,711	\$73,750	\$70,417	\$63,929
Database development	\$74,981	\$78,333	\$56,623	\$59,722	\$70,026	\$87,500	\$84,415	\$87,379	\$65,500	\$67,174	\$67,115
Systems Integration	\$74,502	\$71,075	\$61,304	\$53,295	\$71,259	\$85,921	\$86,667	\$88,090	\$59,643	\$76,111	\$97,500
Web services	\$73,273	\$71,415	\$60,568	\$52,083	\$71,964	\$89,722	\$84,048	\$89,309	\$68,750	\$63,750	\$65,781
Portable/embedded computing	\$73,267	\$80,667	\$52,885	\$42,500	\$69,417	\$95,000	\$90,417	\$86,528	*	\$80,000	\$32,500
Linux	\$72,774	\$66,739	\$63,146	\$62,500	\$81,250	\$89,500	\$87,857	\$86,725	\$51,250	\$82,500	\$66,250
Accounting software	\$71,163	\$68,350	\$58,296	\$48,816	\$65,896	\$76,500	\$89,750	\$84,496	\$65,833	\$76,071	\$60,000
Hardware design	\$70,941	\$68,777	\$59,628	\$45,000	\$65,357	\$93,056	\$72,500	\$86,892	\$62,500	\$61,250	\$32,500
Web site development/management	\$70,992	\$66,019	\$59,212	\$48,611	\$69,250	\$85,833	\$85,441	\$85,068	\$55,682	\$60,938	\$64,135
Telephony	\$70,810	\$70,820	\$55,082	\$49,625	\$74,375	\$80,833	\$82,500	\$84,839	\$82,500	\$88,750	\$28,750
Security	\$70,268	\$68,962	\$59,360	\$49,500	\$60,308	\$86,667	\$84,861	\$86,263	\$58,269	\$71,750	\$78,333
Database administration	\$69,593	\$68,194	\$58,314	\$54,500	\$66,641	\$83,214	\$81,406	\$82,321	\$53,929	\$68,102	\$66,731
Systems management	\$69,601	\$67,915	\$60,037	\$49,573	\$79,500	\$83,500	\$83,333	\$83,887	\$63,611	\$61,000	\$57,500
Windows 2000/2003 testing/planning/pilot	\$69,141	\$69,515	\$60,127	\$48,688	\$70,312	\$86,000	\$88,182	\$84,797	\$67,500	\$58,971	\$71,875
VPN/remote management	\$69,009	\$66,211	\$59,639	\$45,714	\$70,188	\$83,889	\$86,042	\$84,753	\$56,500	\$63,889	\$77,500
Intranets	\$68,993	\$66,202	\$58,328	\$47,143	\$69,500	\$87,833	\$86,146	\$83,752	\$61,389	\$58,158	\$61,528
Messaging/e-mail	\$68,356	\$67,619	\$57,810	\$49,261	\$66,118	\$82,500	\$95,192	\$84,055	\$72,500	\$66,042	\$65,833
Backup and storage management	\$68,024	\$66,346	\$59,680	\$46,890	\$66,267	\$82,500	\$91,562	\$83,915	\$56,500	\$68,600	\$57,500
Novell	\$67,944	\$71,378	\$61,386	\$48,229	\$74,773	\$77,500	\$72,500	\$80,470	\$56,250	\$56,875	\$112,500
Training	\$67,607	\$67,852	\$55,548	\$49,189	\$66,179	\$93,864	\$81,429	\$82,332	\$60,326	\$58,250	\$44,000
Wireless/mobile computing	\$67,495	\$66,665	\$59,303	\$45,745	\$70,821	\$88,269	\$76,786	\$84,643	\$65,577	\$60,000	\$53,214
LAN/WAN internet working	\$67,033	\$67,351	\$58,503	\$49,491	\$70,556	\$81,574	\$80,750	\$81,038	\$57,500	\$65,893	\$66,250
Routers and switches	\$66,644	\$67,110	\$56,709	\$50,722	\$74,773	\$85,250	\$60,000	\$80,846	\$55,227	\$61,786	\$60,000
Help-desk support	\$62,405	\$62,112	\$56,309	\$46,739	\$64,342	\$81,875	\$76,500	\$79,554	\$56,389	\$59,643	\$53,750

*Insufficient data

Specialists enjoy greater compensation, and those whose expertise extends beyond the bounds of Microsoft technology tend to make more.

CHART 15A: Salary by Skill by Certification

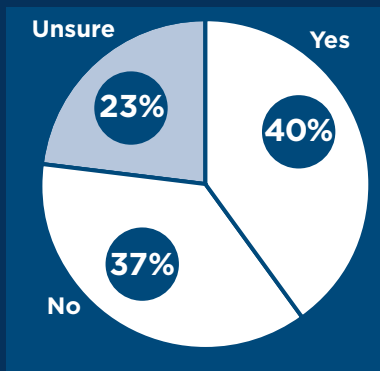
	Average	No Cert	Any MCP	MCP W2K	MCP W2K	MCP, Dev.	MCSA, Win2K	MCSA, W2003	MCSA: Special-ization	Any MCSE
Outsourcing	\$84,139	\$94,100	\$73,800	\$65,000	*	*	\$61,200	\$69,600	\$90,000	\$83,500
Research and development	\$78,438	\$85,100	\$64,300	\$54,500	*	\$102,000	\$55,000	\$61,900	\$56,000	\$76,900
Strategic planning	\$78,216	\$89,400	\$72,800	\$65,400	\$68,500	*	\$63,400	\$69,300	\$69,900	\$76,000
Extranets	\$78,083	\$87,000	\$67,500	\$66,900	*	*	\$59,800	\$82,600	\$85,000	\$80,200
Software design	\$78,025	\$83,500	\$77,000	\$63,400	*	\$82,500	\$66,600	\$73,900	\$71,500	\$79,000
Oracle	\$77,825	\$89,000	\$62,400	\$60,600	*	\$75,000	\$56,500	\$78,600	\$83,700	\$78,600
E-commerce	\$77,151	\$86,800	\$61,400	\$57,300	\$45,000	\$80,000	\$63,800	\$71,500	\$79,100	\$76,800
Data warehousing	\$76,371	\$86,100	\$73,300	\$67,500	*	\$85,000	\$57,700	\$68,500	\$65,900	\$74,900
Unix	\$75,527	\$83,600	\$57,300	\$54,000	\$52,500	*	\$67,600	\$71,700	\$72,500	\$77,100
Customer relationship management	\$75,451	\$93,200	\$63,800	\$58,800	\$47,900	\$97,500	\$59,500	\$73,300	\$71,000	\$71,900
Database development	\$74,981	\$80,100	\$72,500	\$67,000	\$55,000	\$78,400	\$58,200	\$71,900	\$76,700	\$75,200
Systems Integration	\$74,502	\$86,100	\$64,300	\$60,500	\$55,500	\$106,000	\$62,400	\$68,700	\$64,400	\$74,100
Web services	\$73,273	\$78,700	\$67,900	\$61,000	\$66,100	\$85,500	\$59,700	\$71,400	\$79,800	\$73,900
Portable/embedded computing	\$73,267	\$92,500	\$57,700	\$58,100	*	*	\$58,800	\$65,600	\$58,400	\$67,000
Linux	\$72,774	\$84,400	\$59,000	\$56,800	\$48,000	*	\$60,700	\$70,700	\$68,200	\$74,400
Accounting software	\$71,163	\$81,800	\$64,100	\$57,300	\$61,400	\$88,200	\$58,200	\$64,700	\$73,000	\$70,900
Hardware design	\$70,941	\$80,200	\$67,800	\$56,000	\$33,300	*	\$59,300	\$64,400	\$60,300	\$72,100
Web site development/management	\$70,992	\$76,900	\$62,900	\$57,400	\$63,900	\$78,200	\$60,500	\$67,800	\$62,500	\$73,100
Telephony	\$70,810	\$85,000	\$59,800	\$57,400	\$40,400	*	\$56,100	\$69,100	\$79,300	\$70,100
Security	\$70,268	\$80,600	\$60,300	\$58,400	\$54,000	*	\$61,000	\$65,700	\$69,600	\$70,700
Database administration	\$69,593	\$76,400	\$65,400	\$62,000	\$67,500	\$81,200	\$61,400	\$69,800	\$65,000	\$69,800
Systems management	\$69,601	\$81,400	\$59,300	\$56,900	\$53,800	*	\$57,500	\$64,200	\$64,400	\$69,900
Windows 2000/2003 testing/ planning/pilot	\$69,141	\$78,600	\$61,200	\$60,300	\$57,600	*	\$61,100	\$68,200	\$68,600	\$71,500
VPN/remote management	\$69,009	\$79,700	\$59,200	\$58,900	\$50,000	\$112,000	\$59,800	\$69,300	\$68,500	\$69,900
Intranets	\$68,993	\$78,700	\$59,200	\$57,500	\$54,800	\$85,800	\$58,700	\$65,300	\$62,800	\$69,100
Messaging/e-mail	\$68,356	\$77,800	\$61,400	\$57,300	\$51,400	\$99,200	\$58,500	\$68,500	\$65,800	\$65,300
Backup and storage management	\$68,024	\$76,600	\$57,700	\$57,400	\$49,600	*	\$60,000	\$64,400	\$64,000	\$70,100
Novell	\$67,944	\$73,200	\$61,400	\$61,800	\$61,200	*	\$56,800	\$71,600	\$61,800	\$69,700
Training	\$67,607	\$73,200	\$62,000	\$56,300	\$67,900	*	\$59,500	\$72,500	\$76,800	\$68,500
Wireless/mobile computing	\$67,495	\$77,300	\$59,200	\$59,800	\$57,800	*	\$56,800	\$67,100	\$58,800	\$68,800
LAN/WAN internetworking	\$67,033	\$75,600	\$57,800	\$55,400	\$46,700	*	\$59,100	\$66,500	\$67,200	\$68,900
Routers and switches	\$66,644	\$74,000	\$58,400	\$55,900	\$47,000	*	\$58,800	\$68,800	\$69,000	\$69,000
Help-desk support	\$62,405	\$71,600	\$55,200	\$54,500	\$50,200	*	\$55,400	\$62,900	\$60,400	\$64,700

*Insufficient data

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CHART 16A-B: Hiring IT Professionals

DOES YOUR COMPANY PLAN TO HIRE IN THE NEXT 12 MONTHS?



We asked respondents if their companies plan on hiring more IT professionals in the coming months. Responses were split among those who knew, with 40 percent planning to add to their ranks, while 37 percent with no plans to hire. Of the 40 percent, those companies plan to hire an average of 8.8 people.

HOW MANY DOES YOUR COMPANY PLAN TO HIRE?

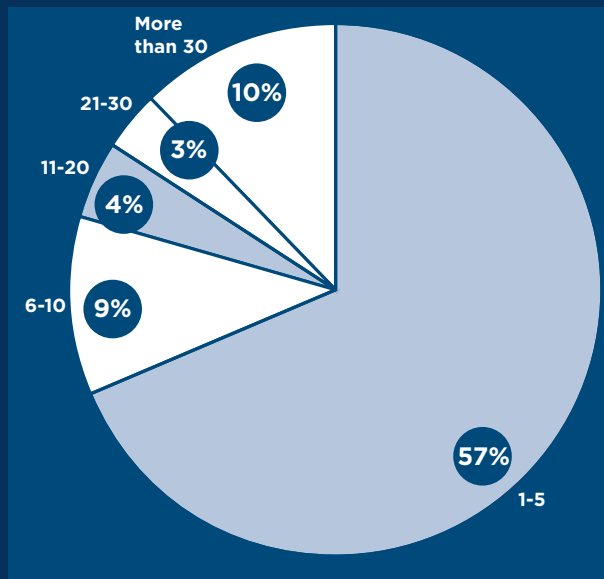


CHART 17A: Have You Been Laid Off in the Last 12 months?

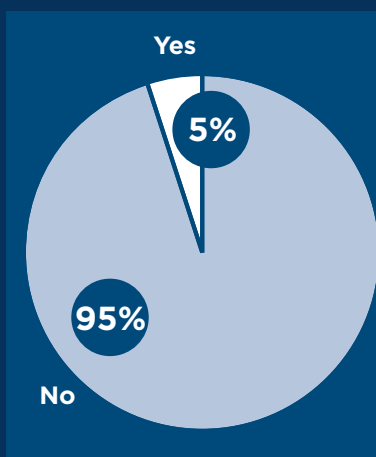
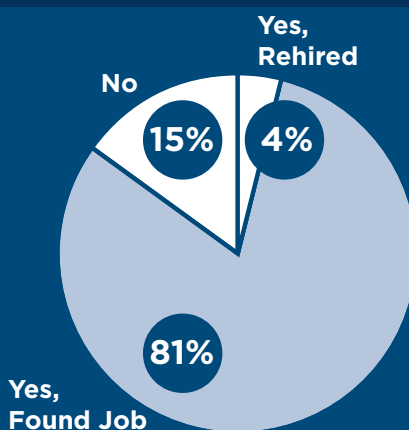


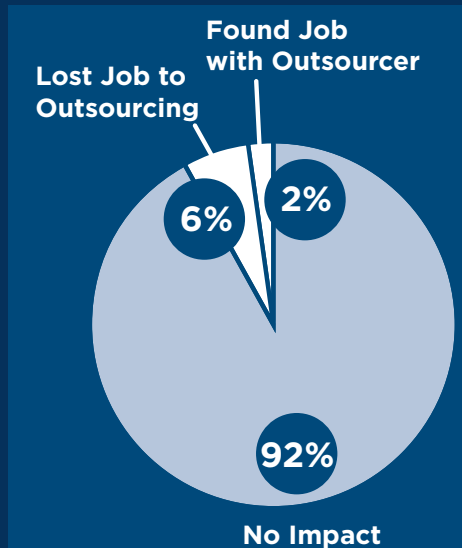
CHART 17B: Have You Been Rehired/Found a New Position?



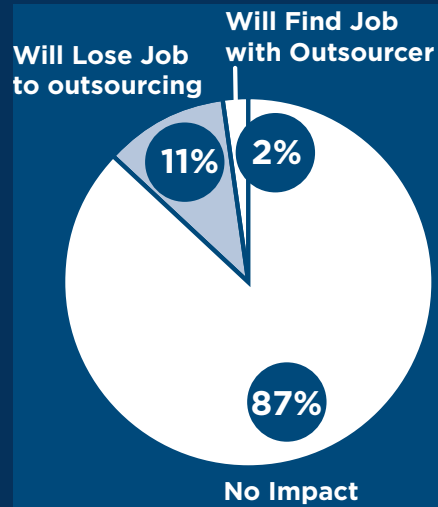
If you faced unemployment this year, you were among the few. Only 5 percent of those surveyed were idle at some time this year, compared to 9.5 last year. Of the idle, more than 85 percent regained employment. Many of those gained employment within an average of 4 months. The average for Microsoft IT professionals this year more closely mirrors the nation's unemployment average (see U.S. Bureau of Labor Statistics <http://www.bls.gov/schedule/archives/>).

CHART 18A-B: How Outsourcing Has Affected Jobs

IMPACT OF OUTSOURCING ON YOUR JOB?



WILL OUTSOURCING IMPACT YOU NEXT YEAR?



This is the second year we asked this question and, to our surprise, fewer lost work to outsourcers. Still, the threat remains consistent this year as last year, at 11 percent predicting their career demise to the practice.

The Cert List

What makes our survey unique among IT surveys you might read elsewhere (see "Compare and Contrast") is that our survey is weighted heavily toward those who possess one of the following Microsoft certifications:

Microsoft Certified Professional — The first certification level. Anyone who takes at least one exam (with a few exceptions) achieves MCP status.

Microsoft Certified Desktop Technician — Tightly focused certification that denotes someone with help desk technician or client support skills.

Microsoft Certified Systems Administrator — A second tier title for those who often are often tasked with daily server management and maintenance. MCSAs who plan to step up in certification usually take the path to the MCSE.

Microsoft Certified Systems Engineer — A premier certification that denotes someone with higher level server management skills, which often includes design and implementation of servers and systems.

Microsoft Certified Application Developer — Second-tier

certification for programmers or coders; some of them also do deploy and maintain software.

Microsoft Certified Solution Developer — Premier title for those who are coders, but are often responsible for planning, designing and analyzing whole software systems.

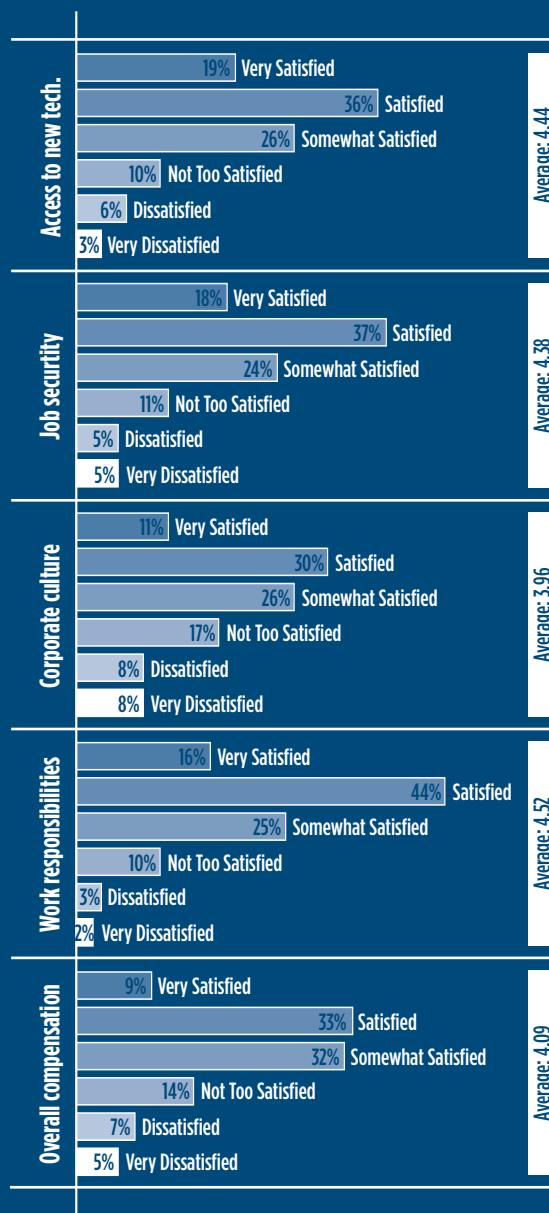
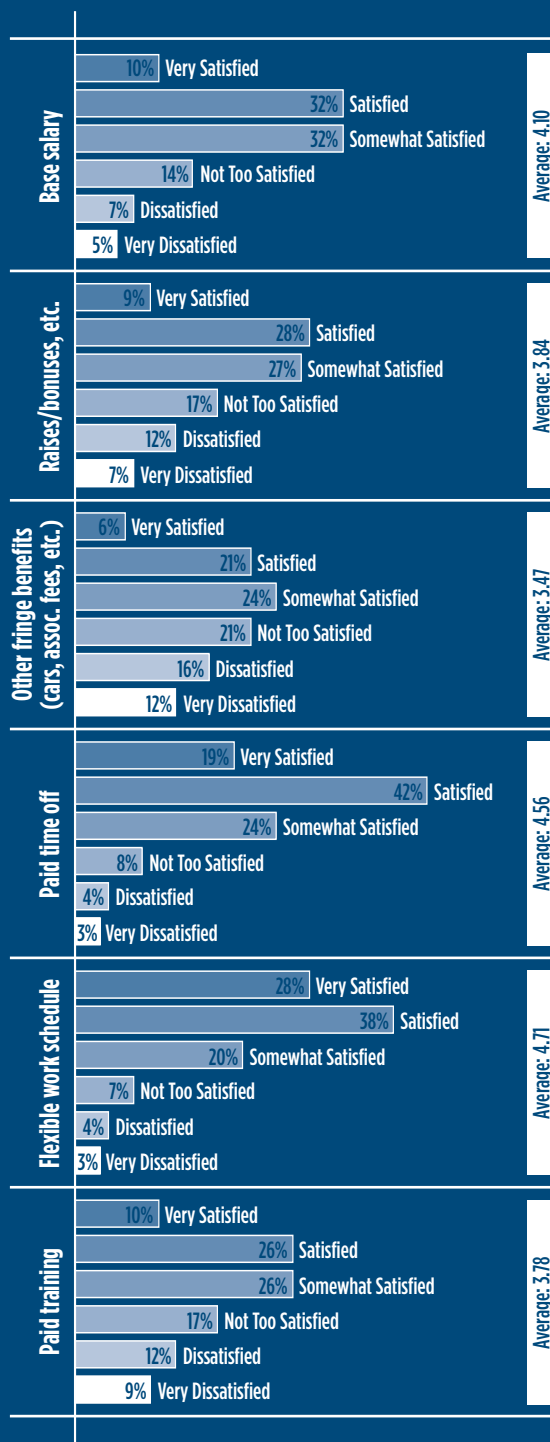
Microsoft Certified Database Administrator — Premier title for those who plan, design, implement, manage and maintain SQL Server databases.

Microsoft Certified Trainer — Title for those who do Microsoft training. MCTs must pay a program fee in order to retain the certification, as well as hold a premium title.

Microsoft also offers specializations for its second- and third-tier certifications. For more information on certifications, go to <http://www.microsoft.com/mcp>.

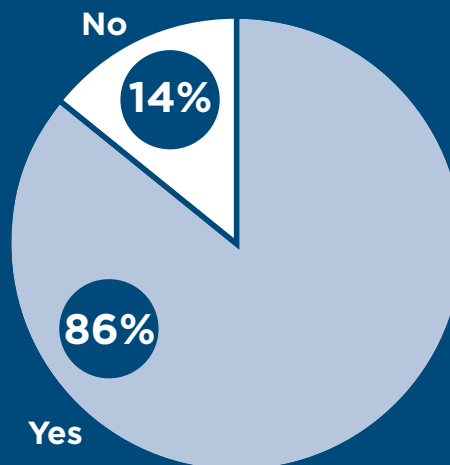
Sometime in the last quarter of 2005, the certification picture will change, with a new certification program and tracks. For details, see "MCP Program Takes New Road in September," at <http://mcpmag.com/news/article.asp?EditorialsID=821>.

CHART 19: Career Happiness



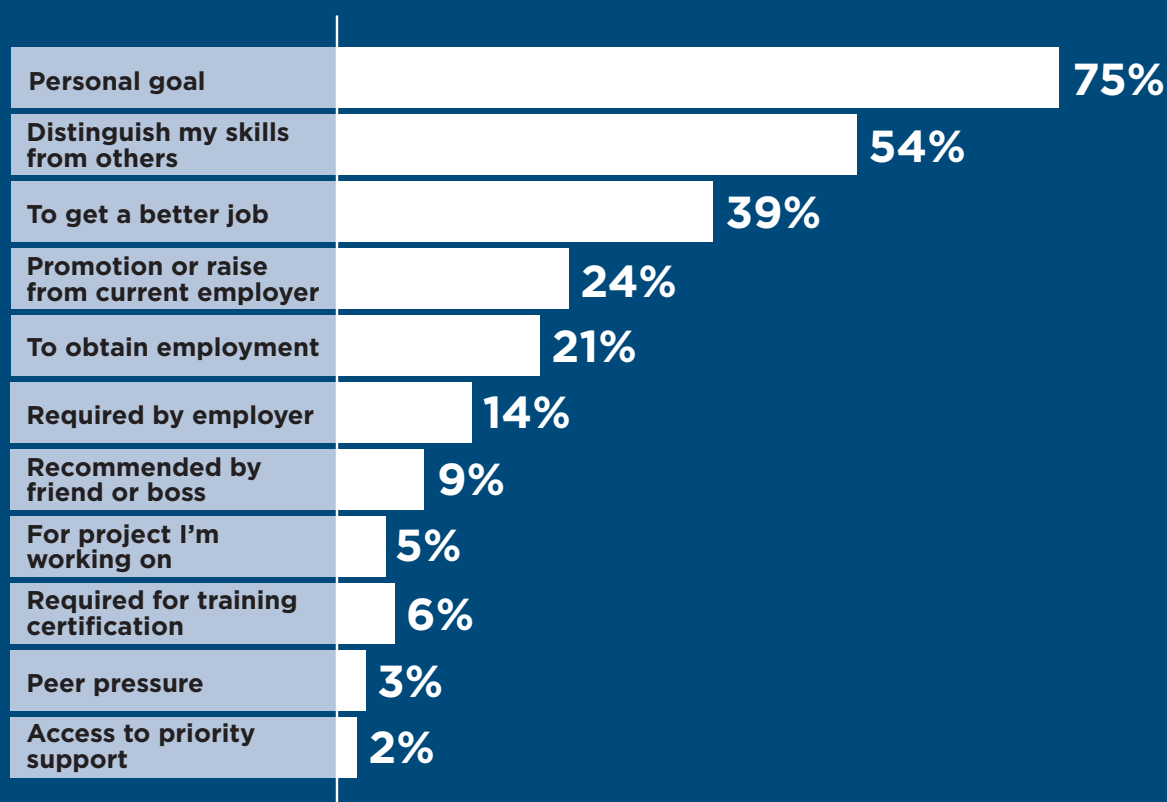
New this year: We asked how you felt about certain aspects of your career, compensation and job. By ranking, Very Satisfied is a 6, while Very Dissatisfied was a 1.

CHART 20:
**Will You Be in IT
in 5 Years?**



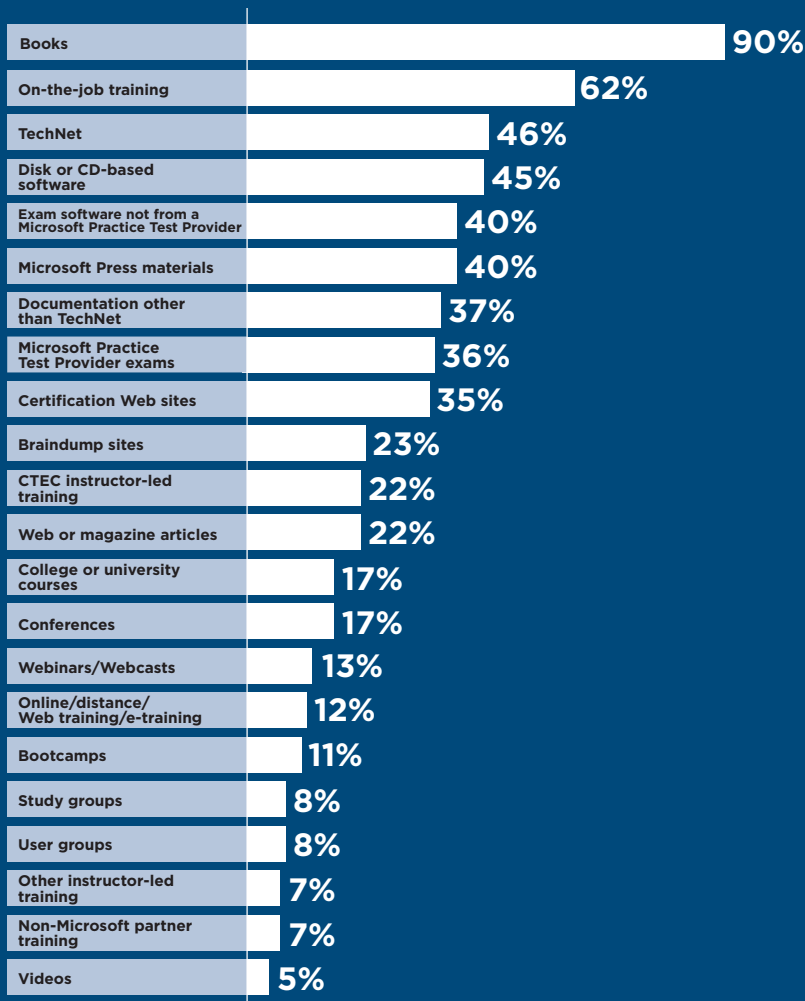
We asked this question last year and achieved similar results. IT remains a long-term career choice for the majority of respondents.

CHART 21:
The Reasons for Certification



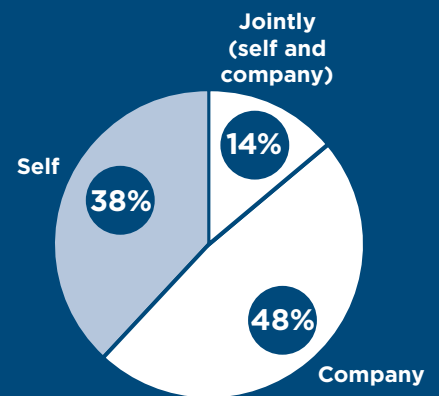
We asked the respondents to list all the reasons they achieved their most recent credential.

CHART 22:
Means of Certification Preparation



We asked respondents to list all the methods they've used in the last year to prepare for certification exams.

CHART 23:
Who Pays for Training



This year the percentage is the same as last year; nonetheless, it has risen in the past two years, since the 2002 report's count of 46 percent. However, the percentage of respondents that named training as a benefit decreased again this year to 44 percent, down from 54 percent in 2003 and 58 percent in 2002.

CHART 24:
Years of Experience

Any MCP	7.6 years
MCDST	5.4 years
MCSA Windows 2000	6.7 years
MCSA Windows 2003	9.2 years
MCSA Messaging	8.6 years
MCSA Security	7.3 years
Any MCSE	8.5 years
MCSE Windows 2000	8.1 years
MCSE Windows 2003	9.3 years
MCSE Messaging	9.1 years
MCSE Security	8.2 years
MCAD	7.6 years
MCSD VS 6	9.6 years
MCSD VS.NET	9.7 years
MCDDBA SQL 7	9.7 years
MCDDBA SQL 2000	8 years
MCT	10.8 years
No Microsoft certification	12.8 years

We asked respondents how many years they've worked in a job that specifically involves networking or programming.

CHART 25: Average Salary by State, By Job Title

	Average	Network Engineer	Systems Administrator	Help Desk/Support	Programmer/Analyst	Network Project Lead	Programming Project Lead	Manager	Trainer	DBA/Developer	Webmaster/Dev./Prod.
Alabama	\$66,250	\$37,500	\$58,929	\$57,500	\$69,167	*	\$84,167	\$81,250	*	\$60,833	\$77,500
Alaska	\$63,750	*	\$52,500	\$67,500	*	*	*	\$82,500	*	*	*
Arizona	\$71,100	\$80,500	\$73,500	\$34,167	*	*	\$92,500	\$74,375	\$67,500	\$57,500	*
Arkansas	\$51,923	*	\$44,583	\$57,500	\$67,500	\$52,500	\$59,167	*	\$52,500	*	*
California	\$74,212	\$74,239	\$65,851	\$51,806	\$83,500	\$97,500	\$89,643	\$93,438	\$67,500	\$76,250	*
Colorado	\$70,000	\$66,667	\$57,361	\$47,500	\$84,167	\$67,500	\$90,000	\$83,750	\$72,500	\$92,500	*
Connecticut	\$71,481	\$79,167	\$64,500	\$70,625	*	*	*	\$71,250	*	\$87,500	\$67,500
Delaware	\$54,500	\$57,500	\$77,500	\$42,500	*	*	*	\$62,500	*	*	*
Florida	\$60,673	\$56,591	\$60,100	\$42,188	\$67,500	\$112,500	\$70,000	\$68,676	\$54,643	\$42,500	\$65,000
Georgia	\$68,171	\$75,833	\$53,409	\$38,333	\$65,000	*	\$52,500	\$83,864	*	\$75,000	\$84,167
Hawaii	\$69,722	\$72,500	\$67,500	\$60,000	\$72,500	*	*	\$75,833	*	*	*
Idaho	\$61,818	\$60,000	\$46,250	\$50,000	*	*	*	\$87,500	*	\$52,500	*
Illinois	\$66,765	\$73,000	\$58,370	\$54,167	\$59,167	*	\$70,000	\$84,375	\$52,500	\$55,000	\$47,500
Indiana	\$55,789	\$66,250	\$48,864	*	\$66,250	\$67,500	\$62,500	\$64,000	\$55,000	\$25,000	\$42,500
Iowa	\$57,250	\$70,000	\$44,000	\$45,833	\$62,500	\$52,500	\$52,500	\$77,500	*	\$42,500	*
Kansas	\$55,962	\$57,500	\$57,500	\$37,500	\$87,500	\$52,500	\$60,000	\$40,000	*	*	*
Kentucky	\$66,250	\$67,500	\$54,167	\$42,500	\$72,500	\$82,500	\$72,500	\$71,667	*	\$65,000	*
Louisiana	\$63,333	*	\$65,833	\$52,500	*	\$52,500	*	\$62,500	\$85,833	\$32,500	*
Maine	\$55,500	*	\$72,500	*	\$47,500	*	*	\$52,500	*	*	*
Maryland	\$95,449	\$78,214	\$69,773	\$49,167	\$62,500	\$93,500	\$108,750	\$110,526	*	\$92,500	\$81,250
Massachusetts	\$73,864		\$58,933	\$52,500	\$52,500	\$92,500	\$82,500	\$89,583	*	*	*
Michigan	\$59,113	\$56,875	\$57,976	\$40,000	\$52,500	*	\$65,000	\$71,944	*	*	*
Minnesota	\$70,400	\$64,167	\$71,591	\$47,500	\$66,625	*	*	\$86,250	*	\$72,500	*
Mississippi	\$47,500	*	\$42,500	*	\$57,500	*	*	*	*	*	*
Missouri	\$60,917	\$46,250	\$56,944	\$49,000	\$67,500	\$85,833	\$87,500	\$67,500	*	*	*
Montana	\$45,833	\$47,500	\$52,500	*	*	*	*	*	*	*	\$37,500
Nebraska	\$53,125	\$45,000	\$49,167	\$32,500	\$97,500	\$67,500	*	\$53,500	*	*	*
Nevada	\$62,955	\$72,500	\$51,250	\$37,500	*	*	\$112,500	\$57,500	*	\$77,500	*
New Hampshire	\$87,500	*	\$67,500	*	\$62,500		\$120,833	*	*	\$72,500	*
New Jersey	\$81,324	\$64,500	\$79,375	\$45,000	\$80,000	\$82,500	\$115,000	\$98,958	\$72,500	*	*
New Mexico	\$67,727	\$112,500	\$48,333	\$25,000	*	*	*	\$137,500	*	\$87,500	\$92,500
New York	\$76,209	\$77,353	\$66,364	\$50,357	\$70,833	\$96,500	\$92,857	\$89,432	*	\$62,500	\$52,500
North Carolina	\$67,244	*	\$37,500	*	*	*	*	*	\$37,500	\$47,500	*
North Dakota	\$40,833	\$56,786	\$62,222	\$44,500	\$55,000	*	\$97,500	\$93,250	*	\$62,500	\$37,500
Ohio	\$63,227	\$67,500	\$54,167	\$36,667	\$61,250	\$67,500	\$87,500	\$84,000	\$62,500	\$59,167	\$87,500
Oklahoma	\$53,906	*	\$53,125	\$37,500	\$62,500	*	\$53,750	\$64,167	*	\$37,500	*
Oregon	\$58,523	\$42,500	\$52,500	\$45,000	\$65,000	\$42,500	\$72,500	\$84,000	*	*	\$32,500
Pennsylvania	\$63,129	\$55,286	\$58,587	\$32,500	\$64,167	*	\$73,750	\$74,167	\$57,500	\$100,000	\$57,500
Rhode Island	\$66,667	\$62,500	*	*	*	*	\$87,500	*	*	*	*
South Carolina	\$52,500	\$50,000	\$41,667	\$40,625	\$50,000	*	\$52,500	\$52,500	*	\$97,500	\$52,500
South Dakota	\$47,500	\$47,500	\$45,833		*	*	*	*	\$50,833	\$42,500	*
Tennessee	\$61,071	\$64,167	\$70,833	\$44,167	\$57,500	\$67,500	*	\$57,500	\$42,500	*	*
Texas	\$72,895	\$75,417	\$57,424	\$65,000	\$85,357	\$85,833	\$89,500	\$86,210	\$67,500	\$60,000	\$65,833
Utah	\$66,750	\$101,250	\$47,500	\$37,500	\$40,000	*	*	\$85,000	\$72,500	\$57,500	*
Vermont	\$50,000	\$42,500	*	*	\$47,500	*	*	\$55,000	*	*	*
Virginia	\$76,964	\$74,038	\$66,711	\$52,500	\$82,500	\$81,250	\$75,833	\$88,375	\$67,500	\$62,500	\$112,500
Washington	\$74,443	\$77,500	\$59,375	\$47,500	\$74,643	\$104,167	\$82,500	\$97,250	\$67,500	\$62,500	\$25,000
West Virginia	\$25,000	*	\$25,000	*	*	*	*	*	*	*	*
Wisconsin	\$55,796	\$65,833	\$52,500	\$33,750	*	\$50,000	*	\$74,857	*	\$53,750	\$37,500
Wyoming	\$48,750	\$52,500	\$40,000	*	*	*	*	\$62,500	*	*	*

* Insufficient data

We asked respondents what state they lived in; for a definition of job titles, see "Division of Labor."

CHART 26: Average Salary by State, By Certification

	Average	No Cert	Any MCP	MCP W2K	MCP W2K	MCP, Dev.	MCSA, Win2K	MCSA, W2003	MCSA: Special-ization	Any MCSE
Alabama	\$66,200	\$72,500	\$37,500	*	*	*	*	\$57,500	*	\$57,500
Alaska	\$63,800	*	*	*	*	*	*	*	*	*
Arizona	\$71,100	\$114,200	\$64,400	\$50,800	*	*	\$42,500	\$70,000		\$72,000
Arkansas	\$51,900	\$47,000	\$62,500	*	*	*	\$45,000	*	*	\$50,800
California	\$74,200	\$85,000	\$67,700	\$64,500	\$65,000	\$86,200	\$60,200	\$61,700	\$66,200	\$67,100
Colorado	\$70,000	\$80,600	\$56,900	\$55,000	*	*	\$51,000	\$55,000	*	\$69,600
Connecticut	\$71,500	\$85,000	\$70,600	*	\$64,200	*	\$65,500	*	*	\$73,000
Delaware	\$54,500	*	*	*	*	*	*	*	*	\$60,800
Florida	\$60,700	\$73,600	\$53,200	\$51,500	\$51,900	*	\$54,600	\$70,000	\$70,000	\$64,700
Georgia	\$68,200	\$79,600	\$52,900	\$48,800	*	*	\$61,500	\$60,800	*	\$79,600
Hawaii	\$69,700	*	\$64,200	\$64,200	*	*	*	*	*	\$69,200
Idaho	\$61,800	*	*	*	*	*	*	\$48,300	*	\$71,200
Illinois	\$66,800	\$74,600	\$65,200	\$67,500	*	\$67,500	\$62,000	\$59,600	\$68,000	\$62,700
Indiana	\$56,500	\$51,200	\$53,300	\$53,800	*	*	\$58,100	\$55,000	*	\$63,500
Iowa	\$53,900	\$49,200	\$61,200	\$57,500	*	*	*	*	*	\$56,500
Kansas	\$56,000	\$52,500	*	*	*	*	\$58,800	*	*	\$59,400
Kentucky	\$66,200	\$61,200	\$72,500	\$70,000	*	*	*	*	*	\$73,200
Louisiana	\$63,300	\$69,200	*	*	*	*	\$50,000 \$62,500	*	\$59,200	*
Maine	\$55,500	*	*	*	*	*	*	*	*	*
Maryland	\$89,300	\$110,400	\$70,400	\$48,500	\$108,000	*	\$87,500	\$95,000	\$75,000	\$83,800
Massachusetts	\$70,700	\$81,500	\$54,600	\$44,700	*	*	\$52,500	\$70,000		\$71,200
Michigan	\$59,300	\$65,000	\$41,200	\$45,000	\$37,500	*	\$50,800	\$56,200	*	\$62,700
Minnesota	\$70,400	\$80,500	\$50,800	\$57,500	*	*	\$62,500	*	*	\$65,000
Mississippi	\$47,500	*	*	*	*	*	*	*	*	\$50,000
Missouri	\$60,900	\$69,400	\$61,200				\$51,500		\$77,500	\$60,000
Montana	\$45,800	*								\$50,000
Nebraska	\$53,100	\$45,000	\$48,200	\$52,500				\$60,000		\$62,500
Nevada	\$63,000	\$84,200	\$45,800	\$45,800	*	*	*	*	*	\$82,500
New Hampshire	\$87,500	\$100,800	\$92,500	*	*	*	*	*	*	*
New Jersey	\$81,300	\$94,600	\$80,400	\$89,200	*	*	\$69,500	\$65,800	*	\$88,500
New Mexico	\$67,700	\$84,500	*	*	*	*	\$31,200	*	*	\$48,100
New York	\$76,200	\$78,100	\$60,600	\$59,200	*	*	\$62,500	\$96,700	\$94,400	\$89,100
North Carolina	\$67,200	\$72,800	\$50,000	\$40,000	*	*	\$54,500	\$65,800	\$80,800	\$74,100
North Dakota	\$40,800	*	*	*	*	*	*	*	*	*
Ohio	\$63,200	\$65,400	\$50,500	\$49,700	*	*	\$50,000	\$56,200	\$68,800	\$64,500
Oklahoma	\$53,900	\$60,800	*	*	*	*	\$40,000	*	*	\$35,600
Oregon	\$58,500	\$70,400	\$54,500	\$65,000	*	*	*	\$57,500	*	\$56,800
Pennsylvania	\$63,100	\$71,900	\$52,500	\$45,500	*	*	\$61,800	\$67,500	*	\$65,000
Rhode Island	\$66,700	*	*	*	*	*	*	*	*	\$70,800
South Carolina	\$52,500	*	\$56,900	\$52,500	\$38,800	*	*	*	*	\$48,800
South Dakota	\$47,500	\$45,800	*	*	*	*	*	*	*	\$44,200
Tennessee	\$61,100	\$57,500	\$50,800	\$50,800	*	*	\$62,500	\$62,500	*	\$57,500
Texas	\$72,900	\$78,800	\$66,200	\$102,000	\$45,000	*	\$60,500	\$81,100	\$74,100	\$73,700
Utah	\$66,800	*	*	*	*	*	*	*	*	\$45,800
Vermont	\$50,000	\$52,500	*	*	*	*	*	*	*	\$47,500
Virginia	\$77,000	\$92,000	\$67,900	\$68,300	\$60,000	*	\$69,800	\$77,500	*	\$78,600
Washington	\$25,000	*	*	*	*	*	*	*	*	*
West Virginia	\$74,400	\$81,800	\$60,000	*	*	\$95,000	*	\$63,900	\$80,500	\$73,100
Wisconsin	\$55,800	\$68,600	\$38,800	\$43,300	*	*	\$50,800	*	\$57,500	\$59,200
Wyoming	\$48,800	*	\$42,500	\$42,500	*	*	*	*	*	*

*Insufficient Data

We asked respondents what state they lived in; the MCSA and MCSE specializations combines results Messaging and Security titles (both Windows 2002 and 2003 versions).

CHART 26: Average Salary by State, By Certification, continued

	MCSE, W2K	MCSE, W2003	MCSE: Special- ization	MCDBA, SQL 7	MCDBA, SQL 2K	MCAD	MCSD VS6	MCSD VS.NET	MCT	MCDST
Alabama	*	\$57,500	*	65,000	*	*	*	64,200	65,000	*
Alaska	*	*	*	*	*	*	*	*	*	*
Arizona	\$75,500	\$64,200	*	*	*	*		\$57,500	*	*
Arkansas	*	*	*	*	*	*			*	*
California	\$67,700	\$48,800	*	\$75,000	\$77,500	*	\$64,200	\$83,800	*	*
Colorado	\$71,600	\$52,500	*	*	*	*		*	*	*
Connecticut	\$78,300	*	*	*	*	*	\$72,500	*	*	*
Delaware	*	\$77,500	*	*	*	*	*	*	*	*
Florida	\$70,200	\$67,500	\$100,000	*	*	*	*	*	\$66,800	
Georgia	\$92,500	*	*	*	*	*	*	*	*	*
Hawaii	*	*	*	*	*	*	*	*	*	*
Idaho	\$77,500	*	*	*	*	*	*	*	*	*
Illinois	\$59,700	\$60,800	\$68,900	*	*	*	*	\$52,500	*	*
Indiana	\$63,800	\$77,500	*	*	\$60,000	*	*	\$75,800	*	*
Iowa	\$59,200	*	*	*	*	*	*	*	*	*
Kansas	\$56,200	*	*	*	*	*	*	*	*	*
Kentucky	*	*	*	*	*	*	*	*	*	*
Louisiana	\$62,500	*	\$52,500	*	*	*	*	*	*	*
Maine	*	*	*	*	*	*	*	*	*	*
Maryland	\$83,200	\$86,500	*	*	*	*	*	\$95,000	*	*
Massachusetts	\$77,500		*	*	*	*	*	*	*	*
Michigan	\$60,000	\$53,800	*	*	*	*	*	*	*	*
Minnesota	\$62,500		*	*	\$80,000	*	*	\$77,500	\$70,800	*
Mississippi	*	*	*	*	*	*	*	*	*	*
Missouri	\$57,500	\$77,500	*	*	*	*	*	*	*	*
Montana	\$50,000		*	*	*	*	*	*	*	*
Nebraska		\$60,000	*	*	*	*	*	*	*	*
Nevada	*	*	*	*	*	*	*	*	*	*
New Hampshire	*	*	*	*	*	*	*	*	*	*
New Jersey	\$95,000	*	*	*	*	*	*	*	*	\$70,000
New Mexico	\$31,200	*	*	*	*	*	*	*	*	*
New York	\$84,000	\$81,200	\$79,100	*	\$70,000	*	*	\$60,000	*	\$40,000
North Carolina	\$81,200	\$75,000	*	*	*	*	*	\$94,200	*	*
North Dakota	*	*	*	*	*	*	*		*	*
Ohio	\$54,500	\$59,200	\$95,800	*	*	*	*	*	\$90,000	*
Oklahoma	*	*	*	*	*	*	*	*	*	*
Oregon	\$55,000	\$65,000	*	*	*	*	*	*	*	*
Pennsylvania	\$66,600	\$60,000	\$55,000	*	\$57,500	\$90,000	*	\$95,000	\$72,500	*
Rhode Island	*	*	*	*		*	*	*	*	*
South Carolina	\$55,000	*	*	*	\$52,500	*	*	*	*	*
South Dakota	*	*	*	*	*	*	*	*	*	*
Tennessee	\$51,200	*	*	*	\$72,500	*	*	*	\$112,000	\$52,500
Texas	\$74,500	\$81,700	*	*	\$75,000	\$90,800	*	\$63,800	\$50,000	*
Utah	*	*	*	*	*	*	*	*	*	*
Vermont	*	*	*	*	*	*	*	*	*	*
Virginia	\$70,000	\$96,500	*	*	*	\$72,500	\$67,500	\$97,500	\$82,500	\$82,500
Washington	*	*	*	*	*	*	*	*	*	*
West Virginia	\$65,800	\$79,100	*	\$87,500	\$89,200	\$60,000	\$87,500	\$62,500	\$125,000	*
Wisconsin	\$62,500	*	*	*	\$42,500	*	*	\$65,000	*	*
Wyoming	*	*	*	*	*	*	*	*	*	*

*Insufficient data.

CHART 27: Average Salary by Metropolitan Area, Job Title

	Average base compensation	Network Engineer	Systems Administrator	Help Desk/Support	Programmer/Analyst	Network Project Lead	Programming Project Lead	Manager	Trainer	DBA/Developer	Webmaster/Dev./Prod.
Albuquerque	\$60,833	*	\$45,000	*	*	*	*	*	*	*	\$92,500
Atlanta	\$78,750	\$77,500	\$57,500	*	\$72,500	*	*	\$97,500	*	\$87,500	*
Austin	\$75,333	\$84,167	\$55,625	\$112,500	\$95,000	*	\$67,500	\$72,500	*	*	*
Baltimore	\$69,500	\$72,500	\$62,500	\$62,500	\$62,500	\$92,500	*	\$77,500	*	*	*
Birmingham	\$61,667	*	\$57,500	*	*	*	*	\$67,500	*	\$72,500	*
Boston	\$91,250	*	\$78,750	\$52,500	*	*	*	\$112,500	*	*	*
Charlotte	\$83,333	\$72,500		\$52,500	\$52,500	*	\$112,500	\$137,500	*	*	*
Chicago	\$70,603	\$84,500	\$61,136	\$53,750	\$55,000	*	\$87,500	\$93,500	*	*	*
Cincinnati	\$70,750	*	\$69,167	*	*	\$67,500	\$75,000	\$90,000	*	\$51,250	*
Cleveland	\$58,958	\$52,500	\$51,500	\$25,000	\$57,500	*	\$112,500	\$70,000	\$62,500	*	*
Columbus	\$71,250	\$74,167	\$50,000	\$32,500	*	*	*	\$99,167	*	\$57,500	\$87,500
Dallas/Fort Worth	\$78,258	\$74,167	\$66,944	\$67,500	*	\$85,833	\$112,500	\$88,000	*	*	\$82,500
Des Moines	\$58,333	*	\$52,500	\$47,500	*	*	\$52,500	\$77,500	*	\$42,500	*
Denver	\$79,219	\$62,500	\$65,833	*	\$87,500	*	*	\$94,167	*	\$92,500	*
Detroit	\$59,500	\$52,500	\$60,625	\$40,000	*	*	\$67,500	\$87,500	*	*	*
Houston	\$86,447	*	\$40,000	*	\$90,000	\$85,833	\$87,500	\$100,000	\$97,500	*	\$52,500
Indianapolis	\$65,417	\$97,500	\$57,500	*	\$65,833	*	*	\$75,000	\$55,000	*	*
Kansas City	\$66,875	\$72,500	\$62,500	\$52,500	\$87,500	*	*	*	*	*	*
Las Vegas	\$43,750	*	\$42,500	\$37,500	*	*	*	\$52,500	*	*	*
Los Angeles	\$80,957	\$71,500	\$76,875	\$52,857	\$81,500	*	\$95,000	\$97,500	*	\$85,000	*
Memphis	\$63,750	*	\$67,500	\$52,500	*	*	*	*	*	*	*
Miami	\$67,115	\$37,500	\$54,167	\$52,500	\$67,500	\$112,500	\$77,500	\$77,500	\$77,500	*	*
Milwaukee	\$61,071	\$52,500	\$57,500	*	*	\$52,500	*	\$95,000	*	*	\$37,500
Minneapolis	\$74,881	\$69,167	\$68,214	\$64,167	\$85,000	*	*	\$87,500	*	*	*
Nashville	\$62,000	\$59,167	\$87,500	\$42,500	\$42,500	\$67,500	*	\$57,500	*	*	*
New Orleans	\$76,250	\$57,500	\$62,500	*	*	*	\$92,500	\$92,500	*	*	*
New York	\$89,940	\$102,188	\$79,500	\$47,500	\$82,500	\$98,750	\$113,750	\$108,333	*	\$47,500	*
Oklahoma City	\$60,417	*	\$60,000	*	\$62,500	*	\$53,750	\$72,500	*	*	*
Omaha	\$53,750	\$42,500	\$49,167	\$32,500	\$97,500	*	*	\$55,000	*	*	*
Orlando	\$62,000	\$55,000	\$62,500	\$37,500	*	*	*	\$72,500	\$57,500	*	\$82,500
Philadelphia	\$61,500	\$64,500	\$55,000	\$32,500	\$65,000	*	\$52,500	\$69,167	*	\$87,500	*
Phoenix	\$73,971	\$87,500	\$62,500	\$32,500	*	*	\$92,500	\$81,667	\$67,500	*	*
Pittsburgh	\$55,833	*	\$52,500	*	*	*	*	\$62,500	*	*	*
Portland, OR	\$71,607	*	\$56,500	\$37,500	\$67,500	*	\$72,500	\$95,000	*	*	*
Sacramento	\$63,611	*	\$71,250	\$52,500	*	*	\$62,500	*	*	*	*
Salt Lake City	\$74,000	\$150,000	\$47,500	*	\$42,500	*	*	*	\$72,500	\$57,500	*
San Antonio	\$63,750	\$77,500	\$57,500	\$67,500	\$70,000	*	*	\$72,500	*	\$62,500	*
San Diego	\$63,750	\$60,000	\$60,500	\$52,500	\$90,000	*	*	\$72,500	\$52,500	\$67,500	*
San Francisco	\$87,500	\$104,167	\$72,500	\$42,500	*	*	\$87,500	\$97,500	\$82,500	*	*
San Jose	\$101,500	*	\$85,000	*	\$137,500	*	*	\$100,000	*	*	*
Seattle	\$76,176	\$77,500	\$79,917	\$57,500	\$89,167	\$100,000	*	\$102,188	*	\$62,500	*
St. Louis	\$67,857	\$47,500	\$52,500	\$62,500	\$67,500	\$92,500	\$87,500	\$80,000	*	*	*
Tucson	\$97,500	*	*	*	*	*	\$97,500	*	*	*	*
Washington, D.C.	\$90,183	\$78,750	\$69,423	\$48,750	\$94,167	\$83,214	\$112,500	\$105,926	\$82,500	\$87,500	\$86,250

* Insufficient data

We asked respondents to name the metropolitan area in which they reside, then tabulated the average 2004 base salary. For a definition of job titles, see "Division of Labor."

CHART 28: Average Salary by Metropolitan Area, Certification

	Average	No Cert	Any MCP	MCP W2K	MCP W2K	MCP, Dev.	MCSA, Win2K	MCSA, W2003	MCSA: Special-ization	Any MCSE
Albuquerque	\$60,800	\$52,500	*	*	*	*	\$37,500	*	*	\$37,500
Atlanta	\$78,800	\$92,500	\$72,500	\$72,500	*	*	*	\$72,500	*	\$81,900
Austin	\$75,300	\$80,500	\$62,500	*	\$62,500	*	*	*	*	\$75,800
Baltimore	\$69,500	\$77,500	\$54,200	\$50,000	*	*	\$62,500	\$77,500	\$72,500	\$75,800
Birmingham	\$61,700	\$60,000	*	*	*	*	*	\$57,500	*	\$57,500
Boston	\$91,200	\$100,500	\$87,500	*	*	*	\$42,500	*	*	\$83,500
Charlotte	\$83,300	*	\$67,500	*	*	*	*	*	*	\$95,000
Chicago	\$70,600	\$96,100	\$65,500	\$65,500	*	*	\$59,500	\$60,800	\$62,500	\$60,500
Cincinnati	\$70,800	\$63,300	*	*	*	*	*	*	*	\$73,500
Cleveland	\$59,000	\$67,500	\$47,000	\$54,200	*	*	\$57,500	\$52,500	\$52,500	\$55,000
Columbus	\$71,100	\$72,500	\$64,200	\$57,500	*	*	*	\$87,500	\$87,500	\$72,500
Dallas/Fort Worth	\$78,300	\$89,500	\$55,800	\$92,500	\$32,500	*	\$57,500	\$87,500	\$69,100	\$75,700
Des Moines	\$58,300	*	\$47,500	\$47,500	*	*	\$42,500	*	*	\$62,500
Denver	\$79,200	\$106,200	\$47,500	*	*	\$47,500	\$60,000	\$62,500	*	\$76,900
Detroit	\$59,500	\$72,500	\$42,500	*	\$42,500	*	\$45,000	\$67,500	*	\$60,000
Houston	\$86,400	\$90,800	\$90,800	\$112,000	*	*	\$77,500	\$82,500	\$82,500	\$86,700
Indianapolis	\$65,400	\$47,500	\$52,500	\$52,500	*	*	\$97,500	\$77,500	*	\$70,800
Kansas City	\$66,900	\$62,500	\$52,500	*	*	*	\$52,500	*	*	\$70,500
Las Vegas	\$43,800	*	\$35,000	35,000	*	*	*	\$52,500	*	*
Los Angeles	\$81,000	\$98,400	\$73,900	\$67,500	*	\$92,500	\$82,500	\$25,000	*	\$66,000
Memphis	\$63,800	*	\$57,500	\$57,500	*	*	\$62,500	*	*	\$72,500
Miami	\$67,100	*	\$52,500	\$37,500	\$62,500	*	\$60,000	*	*	\$83,800
Milwaukee	\$61,100	\$112,500	\$57,500	\$57,500	*	*	\$42,500	*	\$52,500	\$60,800
Minneapolis	\$74,900	\$96,700	\$67,500	*	*	*	\$62,500	*	*	\$63,300
Nashville	\$62,000	\$62,500	\$42,500	\$42,500	*	*	*	\$87,500	*	\$60,800
New Orleans	\$76,200	\$92,500	*	*	*	*	\$57,500	*	*	\$60,000
New York	\$89,900	\$87,700	\$74,200	\$52,500	*	*	\$67,500	\$150,000	*	\$114,000
Oklahoma City	\$60,400	\$79,200	\$62,500	*	*	*	\$37,500	*	*	\$31,200
Omaha	\$53,800	\$37,500	\$48,800	\$52,500	*	*	*	\$62,500	*	\$62,500
Orlando	\$62,000	\$64,200	*	*	*	*	\$45,000	\$72,500	*	\$60,000
Philadelphia	\$61,500	\$68,800	\$57,500	*	*	*	\$52,500	*	*	\$64,200
Phoenix	\$74,000	\$102,500	\$70,800	\$62,500	*	\$87,500	\$42,500	\$82,500	*	\$78,300
Pittsburgh	\$55,800	\$62,500	\$42,500	\$42,500	*	*	*	\$62,500	*	\$62,500
Portland, Or	\$71,600	\$93,000	\$58,800	\$72,500	\$37,500	\$72,500	*	\$87,500	*	\$69,200
Sacramento	\$63,600	\$62,500	\$77,500	\$77,500	*	*	*	*	*	\$61,200
Salt Lake City	\$74,000	*	\$57,500	*	*	\$57,500	*	*	*	\$47,500
San Antonio	\$63,800	\$72,500	\$59,200	*	\$57,500	*	*	*	*	\$61,700
San Diego	\$63,800	\$45,000	\$70,000	\$60,000	*	\$80,000	\$62,500	\$47,500	\$72,500	\$68,500
San Francisco	\$87,500	\$85,800	\$87,500	*	*	*	*	\$67,500	\$67,500	\$82,500
San Jose	\$102,000	\$102,500	*	*	*	*	*	*	*	*
Seattle	\$76,200	\$71,700	\$45,000	\$47,500	*	*	*	\$67,500	\$116,000	\$78,300
St. Louis	\$67,900	\$81,200	\$87,500	*	*	\$87,500	\$57,500	*	\$67,500	\$58,500
Tucson	\$97,500		\$97,500	*	*	\$97,500	*	*		
Washington, DC	\$90,200	\$108,200	\$77,900	\$70,500	\$90,800	*	\$81,800	\$90,000		\$85,700

*Insufficient data

We asked respondents to name the metropolitan area in which they reside, then tabulated the average 2004 base salary. The MCSA and MCSE specializations combines results Messaging and Security titles (both Windows 2002 and 2003 versions).

CHART 28: Average Salary by Metropolitan Area, Certification, continued

	MCSE, W2K	MCSE, W2003	MCSE: Special- ization	MCDBA, SQL 7	MCDBA, SQL 2K	MCAD	MCSD VS6	MCSD VS.NET	MCT	MCDST
Albuquerque	\$37,500	*	*	*	*	*	*	\$92,500	*	*
Atlanta	\$95,000	\$67,500	*	*	*	*	*	*	*	*
Austin		*	*	92,500	\$92,500	*	*	*	\$25,000	*
Baltimore	\$72,500	\$77,500	*	*	*	*	*	*	*	*
Birmingham	*	\$57,500	*	*	\$72,500	*	*	\$57,500	\$62,500	*
Boston	*	*	*	*	*	*	*	*	*	*
Charlotte	\$138,000	*	*	*	*	\$138,000	*	\$137,500	*	*
Chicago	\$45,800	\$65,800	*	*	*	\$62,500	*	\$62,500	*	*
Cincinnati	*	*	*	*	*	\$82,500	\$92,500	*	*	*
Cleveland	*	\$52,500	*	*	*	*	*	*	*	*
Columbus	*	\$87,500	\$87,500	*	*	*	*	*	\$97,500	*
Dallas/Fort Worth	\$74,600	\$83,800	*	*	*	*	*	*	*	*
Des Moines	\$67,500	*	*	*	*	\$42,500	*	\$42,500	*	*
Denver	\$88,800	\$62,500	*	*	*	\$87,500	\$92,500	*	*	*
Detroit	\$54,200	\$67,500	\$62,500	*	*	*	*	*	*	\$42,500
Houston	\$90,800	\$82,500	*	*	*	\$90,800	\$97,500	\$77,500	*	*
Indianapolis	\$97,500	\$77,500	*	*	\$57,500	*	*	\$75,000	\$72,500	*
Kansas City	\$57,500	*	\$82,500	*	*	*	*	*	*	*
Las Vegas	*	*	*	*	*	*	*	*	*	*
Los Angeles	\$57,500	\$25,000	*	*	\$67,500	\$82,500	*	*	\$62,500	*
Memphis	\$72,500	*	*	*	*	*	*	*	*	*
Miami	\$89,200	*	\$112,000	*	*	*	*	*	\$112,000	*
Milwaukee	\$65,000	*	*	*	\$42,500	*	*	*	*	*
Minneapolis	\$72,500	*	*	*	\$82,500	*	*	\$77,500	\$70,800	*
Nashville	\$52,500	\$87,500	*	*	*	*	*	*	*	\$52,500
New Orleans	\$57,500	\$62,500	*	*	*	*	*	\$92,500	*	*
New York	\$103,000	\$107,000	\$92,500	\$42,500	*	*	*	*	*	*
Oklahoma City	\$37,500	*	*	*	*	*	*	*	*	*
Omaha		\$62,500	*	*	\$97,500	*	*	\$62,500	*	*
Orlando	\$65,000	*	*	*	*	*	*	*	\$67,500	*
Philadelphia	\$67,500	*	*	\$52,500	\$52,500	*	*	\$87,500	*	*
Phoenix	\$75,000	\$82,500	*	\$57,500	*	*	*	\$57,500	\$67,500	*
Pittsburgh		\$62,500	\$62,500	*	*	*	*	*	*	*
Portland, Or	\$47,500	\$87,500	*	*	*	\$72,500	*	*	*	*
Sacramento	\$62,500	*	*	*	*	*	*	*	*	*
Salt Lake City	*	*	*	*	*	*	*	*	*	*
San Antonio	\$67,500	*	*	*	*	*	\$57,500	*	\$37,500	*
San Diego	\$72,500	*	*	*	\$87,500	*	*	*	*	*
San Francisco	\$77,500	*	*	*	*	*	*	*	*	*
San Jose	*	*	*	*	*	*	*	*	\$97,500	*
Seattle	\$82,500	\$88,100		\$87,500	\$90,000	*	*	*	\$125,000	*
St. Louis	\$55,800	\$72,500	\$62,500		*	*	*	*	*	*
Tucson					*	*	*	*	*	*
Washington, DC	\$76,900	\$102,000			*	*	\$67,500	\$112,500	\$92,500	\$37,500

* Insufficient data

CHART 29: Salary by Type of Community, Job Title

	Total	Network Engineer	Administrator	Help Desk/Support	Programmer/Analyst Network	Project Lead	Programming Project Lead	Manager	Trainer	DBA/Developer	Webmaster/Dev./Prod.
Major metropolitan	\$74,694	\$75,938	\$62,463	\$51,483	\$75,894	\$85,893	\$86,786	\$93,144	\$67,885	\$68,750	\$74,318
Metropolitan	\$65,759	\$61,705	\$59,864	\$45,641	\$63,250	\$83,333	\$79,167	\$81,859	\$47,500	\$73,889	\$69,167
Medium City	\$62,829	\$63,917	\$60,399	\$41,417	\$68,167	\$81,667	\$80,882	\$72,484	\$54,500	\$55,000	\$53,750
Small town, town or rural area	\$60,657	\$60,741	\$49,603	\$52,955	\$57,500	\$65,833	\$76,250	\$76,136	\$42,500	\$56,818	\$37,500

We asked respondents what state they lived in.

CHART 30: Salary by Type of Community, Certification

	Average	No Cert	Any MCP	MCP W2K	MCP W2K	MCP, Dev.	MCSA, Win2K	MCSA, W2003	MCSA: Specialization	Any MCSE
Small town, town or rural area	\$60,700	\$65,900	\$57,600	\$53,600	\$48,300	\$32,500	\$55,400	\$62,900	\$66,700	\$62,900
Medium City	\$62,800	\$69,800	\$55,500	\$53,700	\$50,400	\$73,500	\$60,300	\$58,100	\$57,700	\$64,000
Metropolitan	\$65,800	\$75,300	\$56,900	\$55,300	\$50,800	\$77,500	\$56,900	\$60,300	\$58,900	\$67,700
Major metropolitan	\$74,700	\$86,900	\$64,300	\$60,200	\$59,200	\$83,100	\$59,100	\$73,600	\$74,600	\$73,900

	MCSE, W2K	MCSE, W2003	MCSE: Specialization	MCDDBA, SQL 7	MCDDBA, SQL 2K	MCAD	MCSD VS6	MCSD VS.NET	MCT	MCDST
Small town, town or rural area	\$62,000	\$66,800	\$68,500	*	\$72,500	*	\$62,500	\$61,200	\$75,000	\$35,000
Medium City	\$64,500	\$66,100	\$63,800	\$47,500	\$70,800	\$90,000	\$70,000	\$66,100	\$76,900	\$82,500
Metropolitan	\$68,700	\$85,000	\$79,200	\$70,500	\$66,900	\$57,500	\$87,500	\$71,400	\$69,400	\$63,500
Major metropolitan	\$72,800	\$73,100	\$75,500	\$72,500	\$75,700	\$84,000	\$85,500	\$80,400	\$79,200	\$46,500

*Insufficient data

We asked respondents what type of community they worked in. For the purposes of this survey, we defined major metropolitan areas as having over 500,000 residents; metropolitan areas as having from 200,000 to 500,000 residents; medium cities as having 50,000 to 200,000 residents; and small town, town or rural areas as having fewer than 50,000 residents.

CHART 31: Certification's Impact on Employability

	Average	Any MCP	MCP W2K	MCP W2K	MCP, Dev.	MCSA, Win2K	MCSA, W2003	MCSA: Special-ization	Any MCSE	MCSE, W2K
Primary factor	6.5%	5.5%	2.7%	6.7%	*	7.6%	12.9%	6.4%	6.2%	4.9%
One of several factors	53.4%	49.3%	55.0%	63.3%	47.1%	57.2%	58.1%	66.1%	52.5%	60.7%
No	25.8%	26.8%	27.9%	16.7%	11.8%	17.9%	15.1%	11.0%	28.8%	22.3%
Not sure	14.3%	18.4%	14.4%	13.3%	41.2%	17.2%	14.0%	16.5%	12.5%	12.1%

	MCSE, W2003	MCSE: Special-ization	MCDBA, SQL 7	MCDBA, SQL 2K	MCAD	MCSA VS6	MCSA VS.NET	MCT	MCDST
Primary factor	14.5%	8.8%	9.1%	3.7%	5.6%	11.1%	7.7%	5.7%	*
One of several factors	54.2%	59.9%	63.6%	51.9%	61.1%	55.6%	61.5%	57.1%	76.9%
No	16.9%	19.9%	18.2%	29.6%	16.7%	33.3%	21.2%	31.4%	7.7%
Not sure	14.5%	11.4%	9.1%	14.8%	16.7%	*	9.6%	5.7%	15.4%

* No responses

We asked respondents whether they believed their certification would improve or enhance their ability to find or keep a job or lead to a job promotion over the next 12 months. Note that those individuals with newer credentials tend to be more optimistic about the value of certification.

Compare/Contrast: More Surveys

The U.S. Department of Labor's Bureau of Labor Statistics compiles national data on wages and employment for all sectors, including IT. It takes some hunting, as the BLS updates its data frequently. <http://bls.gov>

Many IT magazines and Web sites compile their own IT-related surveys of salaries and career satisfaction:

- InformationWeek: <http://www.informationweek.com/advisor/>
- ComputerWorld publishes its survey in October: <http://www.computerworld.com/careertopics/careers/salariesurvey2004/home/>
- Salary.com compiles salary data quarterly and provides numbers using its salary calculator: <http://salary.com/>. Several companies use it, including IT job site Dice.com.
- IT management firm Janco Associates compiles a survey, but it's not free: <http://www.e-janco.com/Salary.htm>
- Staffing agency Robert Half keeps track of hiring data and salaries for several industries, including IT. The survey is free, but is not available on its Web site. Instead, you fill out a form at <http://www.roberthalftechnology.com/FreeResources> and receive the report in the mail.

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Track Descriptions

CCNA (Cisco Certified Network Associate)/Infrastructure

The CCNA track will prepare you to take Cisco's entry-level networking exam. Nearly every administrator has network-related duties, whether it's firewall configuration, managing IP traffic or setting up a VPN. The CCNA track will teach you what you need to know with four days of intense training. The instructor for most sessions is Todd Lammle, one of the industry's most well-known and popular speakers.

MCSA (Microsoft Certified Systems Administrator)

The MCSA track is fast-paced, presenting all the vital information necessary to prepare you for the MCSA exams. The instruction removes all redundancy in the exam curriculum and accelerates the learning process by providing only the information needed, without any sales propaganda. This track is led by popular "certification slam session" instructor Bruce Rougeau.

MCSE (Microsoft Certified Systems Engineer)

The MCSE track is aimed at administrators or system architects with at least a year of Windows 2000 Server or Windows Server 2003 experience. This intense course will prepare you to take the tests necessary to obtain the MCSE. Led by well-known book author, *Redmond* magazine columnist and trainer Derek Melber, the course offers a sequential path through the test objectives you'll be required to know. Come prepared with your laptop and goggles: this course flies!

Windows/Linux Integration

The Windows/Linux Integration mini-track is geared to admins who are experimenting with, or using, Linux in their day-to-day Windows environments. The track begins with an overview of the basics of Linux, then moves into the Windows realm, detailing how to get Linux and Windows to play nice with each other. Noted author and speaker Jeremy Moskowitz, currently writing a book on Linux-Windows interoperability, leads this track.

Scripting

The Scripting track will provide you with the foundation necessary to administer your servers and desktops more efficiently using scripts. You will start out with basic scripts that require no previous knowledge of scripting. Building on that foundation, you will work your way through more advanced concepts, with hundreds of examples and lots of opportunities to get your hands dirty building your own scripts. When you finish, you'll have all the tools you need to replace those time-consuming manual processes that take up so much of your work day. This track is led by scripting guru, *Redmond* magazine Contributing Editor and instructor Don Jones.

Security

The Security mini-track offers three days of in-depth instruction on all aspects of Windows security. It starts off with the basics and builds in a step-by-step fashion to more advanced topics. Learn security from three of the biggest names in the Windows security world: Windows author and speaker Mark Minasi, Microsoft Corp. security guru Steve Riley, and prolific author and speaker Roger Grimes.

System and Network Troubleshooting

The Troubleshooting track is your source for the very best tips, tricks, and tools to diagnose problems and keep your machines humming. Divided into 5 mini-tracks on Server, Security, Network, Terminal Services, and Active Directory troubleshooting, you'll pick up more in every 90 minute session than in a full day of research. This track is led by popular instructor and *Redmond* magazine contributor Greg Shields.

Instructors You Know and Trust

When you attend a TechMentor conference, you have direct access to the most respected instructors in the industry. Since 1998, TechMentor has provided in-depth, technical training from world-class instructors for thousands of Windows networking professionals. Our attendees leave fully capable of managing their networks smarter, faster and more effectively.

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Peer Networking Events

There is plenty to learn outside the classroom from our network-savvy attendees and instructors — who are authors and consultants, as well as skilled speakers. Exchange ideas, share resources and discuss lessons learned in a variety of casual settings, such as:

- > Attendee Networking Forum
- > Cocktail Reception
- > One-on-One Consulting with Instructors
- > Improv Night

Who Should Attend

- > Systems Administrators
- > Network Administrators and Managers
- > Network/Systems Engineers
- > MCPs, MCSAs and MCSEs
- > IS/IT Managers and Directors
- > Security Specialists
- > IT/Network/Systems Analysts
- > Tech Support/Help Desk Technicians
- > Consultants

**For complete conference details, download
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