

Redmond

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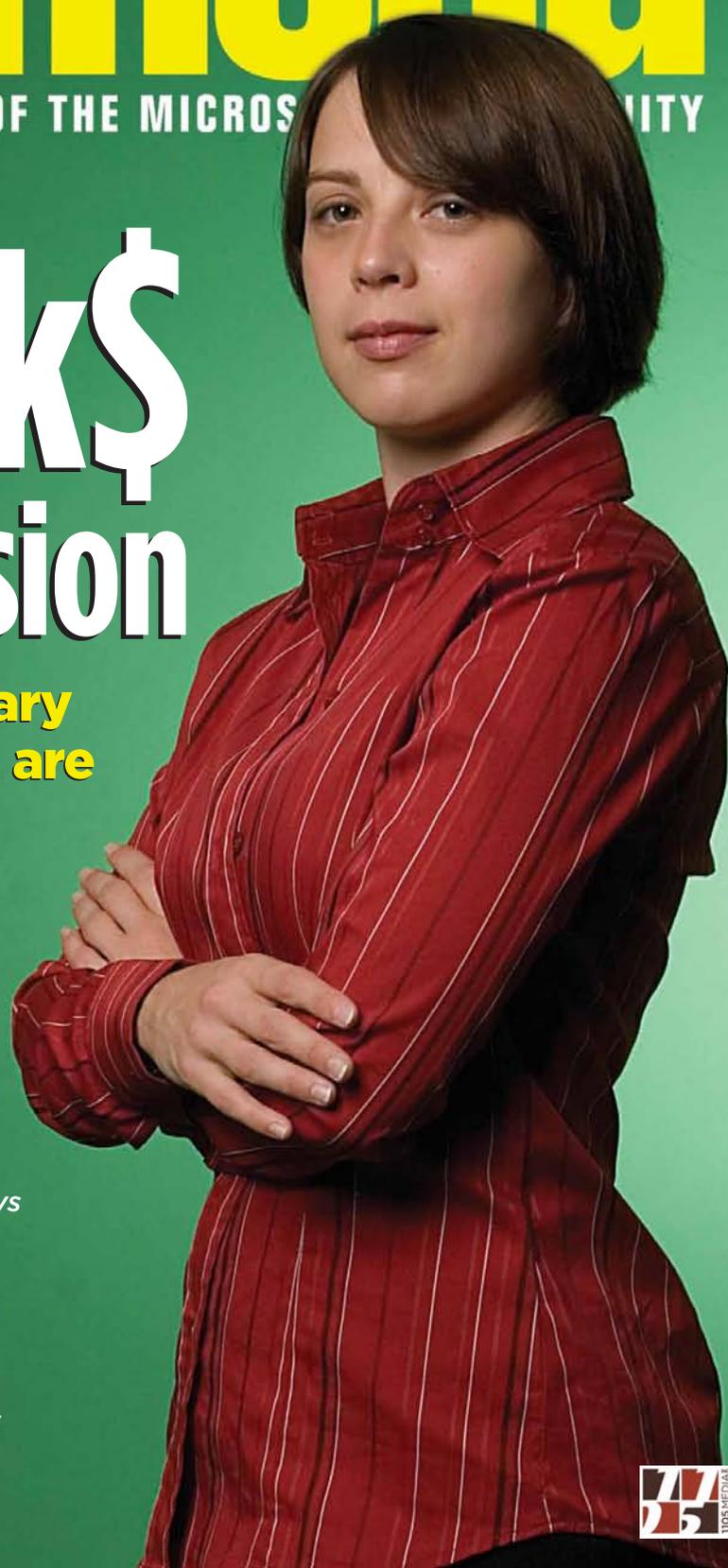
THE INDEPENDENT VOICE OF THE MICROSOFT COMMUNITY

IT Bucks the Recession

Redmond's 2008 Salary Survey shows IT pros are still in the money.

"Most people think of government offices as being in the dark ages," says application developer Kate Forster, "but our team is very progressive" in working on city-wide wireless mesh and database projects. Even better? Because she works for a city government agency—the Joliet, Ill., Police Department—she gets a yearly cost-of-living raise.

PHOTO BY LANE CAMERON



The 13th Annual *Redmond* Salary Survey shows IT job and salary strength.

A looming recession should affect salaries. So should reports of IT budgets being slashed for the rest of 2008. And so should global economies going crazy with every dollar fluctuation, mortgage crisis or the closing down of another subprime-laden bank or brokerage.

But get this: Those events haven't made any such visible impact on IT compensation—at least, so far—as this year's joint *Redmond/MCPmag.com* 2008 Salary Survey indicates. For a fourth year in a row salaries have risen, as have raises, bonuses and job stability, sidestepping any rising recessionary tide.

Robert Laposta, a systems admin for a government contractor based in Sierra Vista, Ariz., believes salaries have continued to go up because "demand for IT is not subsiding." He points to his own experiences facing a federal mandate to keep government workers on the cutting edge of technology: "Our programming staff will

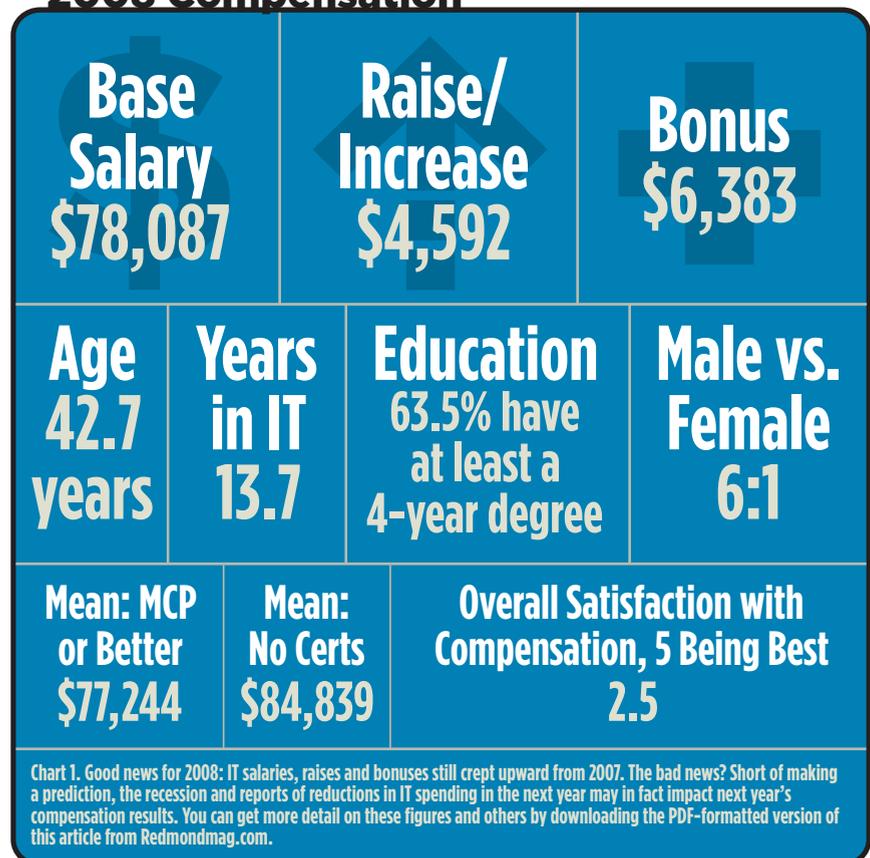
be increasing as the government looks for more programming support" to keep those applications humming, he says.

Laposta's observations are validated by data from the U.S. Bureau of Labor Statistics (BLS), whose Occupational

Outlook Handbook 2008 states that companies across the United States will need to fill some 854,000 jobs between 2006 and 2016.

With the combination of additional bodies needed to occupy IT positions and a drop in enrollment in

2008 Compensation



2008 Salary of All Respondents by Range

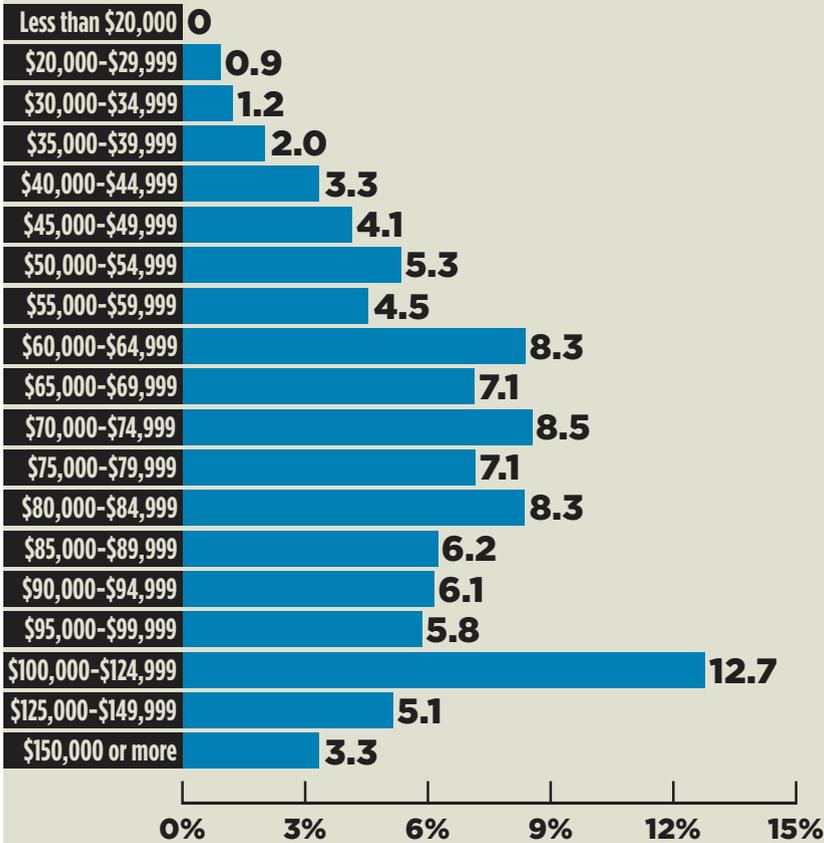


Chart 2. Respondents were asked to specify a range for their base salary (bonuses and other compensation not included). Most salaries for 2008 fall between the \$55,000 and \$89,999 range. Interestingly, the number of respondents claiming six-figure incomes has risen from last year. Mean salary is \$71,988.

Base Salary, Job Title

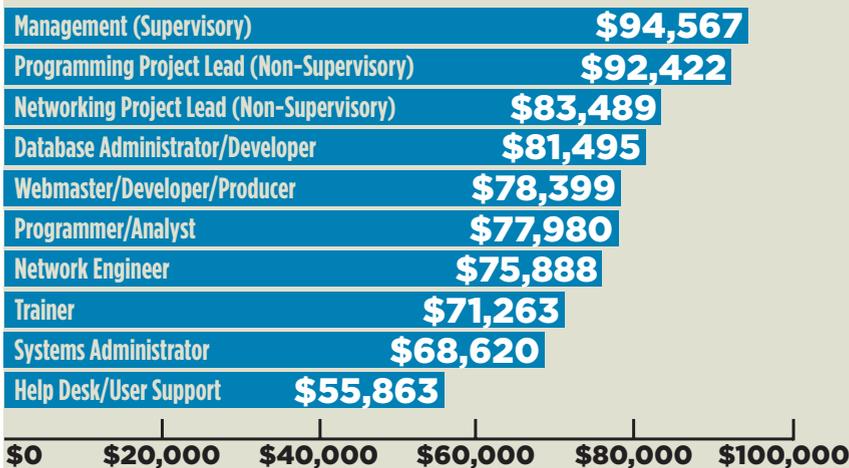


Chart 3. If you've been keeping up with the survey over the years, we don't need to tell you that managers are the major breadwinners every year—and this year is no different.

Safe Computing: Kate Forster, Joliet, Illinois



I love my IT job. I work for the Joliet Police Department, which allows me to work with and help people who are risking their lives every day to make our towns safer.

I've done database work and built programs to assist with investigations, and taught officers how to use the computer systems we have for fingerprinting criminals. I enjoy the fact that everything I do in my job indirectly helps the town of Joliet and our officers to be safer and more productive.

computer science courses—a Computing Research Association study pegs the drop at 20 percent in 2008—the trick will be how to keep valuable and skilled employees. Thus, companies are providing incentives to employees by way of bumped-up compensation.

In our survey, besides comparing our results against BLS data, we also look at year-over-year data based on other factors, such as technology expertise, education, years in IT and certification. Let's start from the top.

Survey respondents this year report that their base salaries—sans raises and bonuses, at \$78,087 (see Chart 1, p. 1)—have risen a bit more than 8 percent from 2007. The rise beats last year's 2006-to-2007 increase of 2.7 percent, and keeps these wages ahead of inflation as indicated by the latest BLS numbers for the Consumer Price Index (at press time, that number stood at 5.5 percent).

Whether the upward trend will continue is anyone's guess. For Kate Forster, an application developer, salary increases are on autopilot because she works for a local government in Joliet, Ill. "By contract [we're] guaranteed a 4 percent cost-of-living adjustment" at the beginning of 2009, she explains.

There are those who aren't as lucky, like Baltimore-based IS manager Joe

Base Salary, Microsoft Certification

No Microsoft Certification	\$84,775
MCP	\$70,247
MCP+Internet	\$82,589
MCP+Site Building	\$88,770
MCSA, Windows 2000	\$77,384
MCSA, Windows 2003	\$79,464
MCSA: Messaging, Windows 2000	\$82,923
MCSA: Messaging, Windows 2003	\$84,678
MCSA: Security, Windows 2000	\$87,630
MCSA: Security, Windows 2003	\$82,129
MCSE, NT 4.0	\$81,708
MCSE, Windows 2000	\$84,445
MCSE, Windows 2003	\$83,319
MCSE: Messaging, Windows 2000	\$90,360
MCSE: Messaging, Windows 2003	\$85,288
MCSE: Security, Windows 2000	\$85,536
MCSE: Security, Windows 2003	\$80,543
MCSE+Internet	\$86,278
MCAD, VS .NET	\$91,144
MCSA, VS 6.0	\$91,013
MCSA, VS .NET	\$95,269
MCDBA, SQL Server 7	\$90,040
MCDBA, SQL Server 2000	\$87,807
MCT	\$88,675
MCST	\$72,736
MCTS: SQL Server	\$88,110
MCTS: SQL Server BI *	
MCTS: .NET Web	\$86,846
MCTS: .NET Windows	\$91,438
MCTS: .NET Distributed Apps	\$84,567
MCTS: BizTalk 2006	\$87,467
MCTS: Office Live Comm. 2006 *	
MCTS: MOSS 2007	\$78,033
MCTS: Exchange 2007 Config.	\$84,157
MCTS: SharePoint (any version)	\$92,585
MCTS: Windows Mobile 5.0 *	
MCTS: Windows Server 2003 Hosted *	
MCTS: Vista Config.	\$77,071
MCTS: Vista/Office Desktops	\$82,420
MCTS: SharePoint Services 3.0-Config.	\$92,071
MCTS: Win2008 App. Infra-Config.	\$87,949
MCTS: Win2008 AD-Config.	\$88,274
MCTS: Win2008-Network Infra-Config.	\$89,143
MCITP: Server Administrator	\$83,506
MCITP: Enterprise Administrator	\$86,825
MCITP: Enterprise Messaging Admin.	\$79,727
MCITP: Database Developer	\$84,714
MCITP: Database Administrator	\$92,752
MCITP: BI Developer *	
MCITP: Consumer Support Tech.	\$97,608
MCITP: Enterprise Support Tech.	\$72,649
MCPD: Enterprise App Developer	\$94,333
MCPD: .NET Web	\$85,417
MCPD: .NET Windows	\$91,438
MCPD: .NET Enterprise	\$94,333
Microsoft Certified Architect *	

* Insufficient data to report results.

Chart 4. Good news for those earning the “new generation” certifications, as the MCITP: Consumer Support Technician beats out all titles.

Getting a Raise: Secrets from a Manager

By Greg Neilson

Before requesting a raise, be sure to ask yourself: Are you worth it? You may have heard of the “Lake Wobegon” effect—that fictional place where “all the women are strong, all the men are good-looking and all the children are above average”—that describes a trait in overestimating one’s abilities. Are you really that good? If not, you’re just wasting everyone’s time.

If you’re due for a raise, justify one with a one-page summary. First, list recent results in business terms. An example might show dollars saved from your efforts. Consider any areas of added value or additional responsibilities you took on.

Your personal situation is not grounds for a raise. Similarly, what another employee gets paid is irrelevant.

Once you’ve sorted out your list, think about an amount. Research what salary someone in your role typically gets paid based on your industry and location. The annual *Redmond* Salary Survey is a great place to start if you’re in the United States.

Resist making an “ambit claim”—asking for a big number in the hope of agreeing to a compromise. Splitting the difference can seem appealing, but your manager may dismiss the high figure as unrealistic and simply give you nothing.

Also, research any company policies for salary increases. This will give you an idea of what your manager has to work with and potential roadblocks. Keep in mind the company’s financial health, which can influence any raise requests.

Take a Meeting

With that, you’re ready to schedule a meeting—30 minutes is more than enough. A meeting removes the element of “ambushing” your manager, which can put him on the defensive.

Open the discussion and then cover each point in your summary. Only when you’ve fully made your case—and your manager has understood it—should you discuss an amount.

In the meeting, remain the valuable business professional. Don’t raise your voice, don’t get emotional and don’t make threats. You’ll need to keep a good relationship with your manager, and even if you resign later you should leave on the best terms.

At the end of the meeting, your manager will discuss what will happen next. Often they will need more time to consider and secure approval through upper management. Be sure to ask when you can discuss the results, and remember to thank your manager.

Beware of Thrown Curve Balls

Managers are taught that more money doesn’t make employees happy and motivated, so don’t be surprised if you’re given other non-salary options. It’s up to you whether these options meet your goals.

One trap that some fall into when they’ve been rejected is to reduce work performance so it’s commensurate with current pay. Do this and you’ll be less likely to be considered for a future raise.

If you’ve reached the upper salary ceiling for your job role, maybe it’s time to discuss what senior roles you might move into.

I was tempted to end with a “good luck,” but luck has nothing to do with getting a raise. The key factors for success are your ongoing value to the company and your preparation for demonstrating that value.

Greg Neilson is a manager at a large IT services firm in Australia and has been a frequent contributor to MCPmag.com and CertCities.com.

Grosskopf, who expects the recession to have some impact in the IT world. “The recession is preventing a lot of companies from increasing salaries,” he says, adding that “with all the layoffs, many workers aren’t complaining. If they have a job, they feel lucky.”

Chart 2 (p. 2) may explain why salaries jumped the way they did. More than 21 percent of respondents specify that their salary exceeded six figures, a six-point increase from last year’s figure. Additionally, man-

Salary by Microsoft Product Expertise

Application Center	\$74,007
BizTalk Server	\$88,733
Commerce Server *	
Content Management Server	\$81,109
Exchange	\$76,768
Forefront	\$84,431
Windows Home Server	\$69,935
Host Integration Server	\$79,048
Identity Integration Server	\$85,338
Internet Information Server	\$80,315
Internet Security/Acceleration Server	\$76,634
Visual Studio	\$83,250
Live Communications Server	\$87,217
Microsoft Operations Manager	\$81,602
Office/Visio/FrontPage	\$76,532
Project Server	\$92,532
SharePoint Portal Server	\$83,869
Small Business Server	\$72,731
Speech Server *	
SQL Server	\$81,220
Storage Server	\$78,033
Systems Management Server	\$83,047
System Center	\$80,968
Terminal Services	\$77,416
Windows 2000	\$76,137
Windows 2000, Datacenter Server	\$74,823
Windows Client Support	\$72,957
Windows NT Server	\$78,050
Windows Server 2003 Web Edition *	
Windows Server 2003 Datacenter Edition *	
Windows Server 2003, 64-bit *	
Windows XP	\$75,696
Windows Vista	\$75,818
Windows Server 2008	\$84,018

* Insufficient data to report results.

Chart 5. We asked respondents to choose the Microsoft technologies that they're working on, and surprisingly, a little more than 30 percent say they're working with Windows Vista. We also expect Windows 2008 to grow in deployment. To see the percentage breakdown, download the PDF-formatted version of this article from Redmondmag.com.

agers and those with project management expertise make up more than a quarter of respondents, a testament to the changing demographic of the *Redmond* reader; the majority readership used to be IT administrators.

Looking again at Chart 1, there are a few more numbers worth highlighting. Age and years in IT have increased by more than a year each from last year's figures, indicating that the respondent list has changed very little, yet on the whole they've all fattened their salaries. At a mean of 42.7 years, respondents continue to age. That's disconcerting if it provides some evidence that, indeed, fewer college graduates will fill IT roles as older workers retire.

Still, those older workers who continue to work also continue to see their salaries rise. And if they're the same respondents year over year, that four-year run upward bodes well for a rise next year with salaries. Interestingly enough, the number of years that respondents on average say they've toiled in IT is 13.7 years. That's a 12-month increase, matching respondent ages.

Just like last year, the ratio of men to women in the IT industry hasn't changed much; it remains at 6-to-1 in the field.

A Little Extra

Respondents who say that they got raises on average took home an extra \$572 from last year, which is an increase of 12.5 percent. Nearly 9 percent claim more than \$10,000, with 2.8 percent getting more than \$20,000. On the opposite side of the bank statement, 20 percent saw no gain at all. (For advice on seeking a raise, see "Getting a Raise: Secrets from a Manager," p. 3.)

The Bonus Question

Bonuses last year made a surprising jump from 2006 to 2007 of nearly 86 percent. From 2007 to 2008, there was not so much of a jump. Overall, bonuses went up a mere \$398, or 6.23 percent. But consider any bonus a plus. "Since I work for a nonprofit," says Mark Jones, an IT security and compliance officer in Bethel, Alaska, "I'd expect a raise only if our funding and revenue grow, which may be problematic in a slow economy." Almost 40 percent of respondents predict ominous news for next year's bonus season.

But optimism remains among some readers, with nearly 44 percent expecting some compensation between \$1,000 and up to \$10,000. About 4.8 percent

One Success at a Time: Chris Blickley



Working in IT, it's easy to sometimes feel underappreciated, as public glory is not always ours to have. I keep myself motivated by focusing on the technology, the projects and ensuring that the results are the best they can possibly be.

While there's no direct replacement for that pat on the back we all deserve, knowing that a project couldn't have been more successful as the result of selecting the best technology, developing some really "cool" code or solving a problem in a unique way is sometimes all the motivation that I need.

Looking at each task as a potential learning opportunity and focusing on personal growth in tandem with the success of the task or project can be motivating in itself, and is what keeps me excited about going to work each day.

'The Employment Situation'

The Bureau of Labor and Statistics refines data in its Occupational Outlook Handbook, and one indicator of whether the data is on track is a monthly report, simply called "The Employment Situation." Indications from the July 2008 report, released on Aug. 1, are of a decline of 13,000 jobs in July and 44,000 jobs for the year in the information industry. Computer systems and design, meanwhile, added 7,000 jobs for the month. Across all segments, unemployment climbed to 5.7 percent; contrast that number with the low 4.4 percent unemployment back in March 2007. The report will be updated with August data on Sept. 8, 2008. See <http://tinyurl.com/t68g> for more information.

—M.D.

2008 Redmond Salary Survey Methodology

The Redmond Media Group compiled the results of the survey internally using specialized survey software; thanks goes to Rita Zurcher for compiling the results into something meaningful and useful. As we've done the last three years, we sent out a survey with approximately 120 questions encompassing salary, bonus and raise expectations, as well as respondents' outlooks on topics as varied as outsourcing, training methods and job satisfaction.

In addition to hitting the names on *Redmond* and MCPmag.com newsletter subscription lists, we sent the survey to *Redmond Channel Partner* and *Redmond Developer News* newsletter and print subscribers for whom we have valid e-mail addresses. We also linked to the survey through several editions of the MCPmag.com newsletter during the weeks the survey was conducted, from June 13 to July 3.

Once we removed duplicates and respondents from outside the United States, we ended up with about 1,476 valid responses—once again, a higher number of respondents than in 2007—with a margin of error +/-3 percent. —M.D.

Salary by Technology Expertise

Accounting Software	\$78,290
Backup and Storage Management	\$76,500
Customer Relationship Management	\$81,143
Data Warehousing	\$85,746
Database Administration	\$80,474
Database Development	\$84,826
E-Commerce	\$84,403
Extranets	\$86,286
Hardware Design	\$81,794
Help Desk Support	\$71,967
Intranets	\$79,420
LAN/WAN Interworking	\$76,054
Linux	\$79,092
Messaging/E-Mail	\$76,776
Novell	\$80,171
Oracle	\$86,103
Outsourcing	\$91,388
Portable/Embedded Computing	\$87,932
Research/Development	\$87,706
Routers and Switches	\$75,789
Security	\$78,988
Software Design	\$85,292
Strategic Planning	\$84,843
Systems Integration	\$83,911
Systems Management	\$78,939
Telephony	\$79,702
Training	\$77,988
Unix	\$85,738
VPN/Remote Management	\$80,307
Virtualization	\$76,962
Web Services	\$83,454
Web Site Development/Management	\$80,946
Windows 2000/2003 Testing/Planning/Pilot	\$78,275
Wireless/Mobile Computing	\$76,988

Chart 6. We asked respondents what general technologies they've become proficient in. New this year is virtualization, which seems to be finally getting some legs.

figure that their bonus compensation will top out at more than \$24,000.

Stepping Up

As we've seen in past surveys, titles can impact salaries in big ways—and the more responsibilities and years in the position, the higher the salary (see Chart 3 on p. 2 and Chart 4 on p. 3). Management continues to top the list at \$94,567, which is about 8 percent higher than last year's \$87,103. About 20 percent of respondents claim to be managers. Programming project leads make out even better, with about a 10 percent increase. Increases for other positions are slight, but all went up this year.

Earning Power of Expertise

Differentiating one's skills from other IT experts can influence salary upward, as Chart 5 (p. 4) and Chart 6 show.

Looking at Microsoft technology first, those with Project Server knowledge top this year's list at \$92,532. Last year, Identity Integration Server experts were number one, with a whopping \$104,333; this year, they come in at a more realistic \$85,338.

Noteworthy are those who claim to be BizTalk Server experts, who report a lower income this year at \$88,733, but who still manage to remain third on the list this year, down from No. 2 in 2007.

Windows Server 2008, introduced earlier this year, makes the list with 15 percent claiming expertise in the new server technology; they report making \$84,108 on average. The percentage is expected to grow, as admins realize the positive effect Windows Server upgrades

Never Giving Up: Margaret Thomas, South Bend, Indiana

As a systems administrator, my job is to keep the technical systems running, upgraded and supported. Nothing unusual here, but:

- Not one piece of equipment is still under the original manufacturer's warranty. This includes every server, router, switch, PC, laptop and printer.
- Many support contracts were canceled in an effort to reduce costs.
- Oh, and, of course, there's no budget for anything new.

So how do I keep enthusiasm up in this seemingly dire situation?

"Never give up"—these three words keep me going, no matter how bad it seems for the business, as well as for the IT industry overall.

Dot-com bust? Techies leaving the industry in droves? Fewer systems people who are



female? Declining enrollment in computer science and engineering programs? Those trends give me all the more reason to stay put and enjoy what I do. Sure, it's a

challenge to be in a thriving, fast-paced company—who wouldn't prefer that? But it's a bigger challenge to be where I am, in a company struggling to grow and thrive in a toxic economic climate. What doesn't kill me makes me stronger.

can actually have on cost savings.

“We’ll slowly migrate to Windows 2008 with new servers for sure,” says Dan Yatzeck, a PC technician with a health-care company in Waukesha, Wis. “We’ll probably upgrade from 2003 on the servers,” continues Yatzeck, who will tap it so they can run Hyper-V and Exchange 2007. “It was a great feeling to run the P2V on our very old Web server and bring it up in the virtual environment.”

Mark Teslow, an IT manager for a church in Chanhassen, Minn., says he’ll be testing the new server this fall, but is excited about another technology: “I’m a SharePoint convert, and the process taught me a great deal about this powerful tool and platform.” The ranks of SharePoint

Big Sky IT:

Elise Crull, Missoula, Montana

I view my job as a chance to make a difference in the daily lives of my users.

At the Missoula City-County Health Department, I try to make each day different from the previous one. It isn’t hard. The beauty of my job is that problems change daily and the work is never boring. It’s frequently stressful because my users—who are trying to make our city and county a healthier place—want more every day: more file space, more e-mail, more capabilities to do their job well by using new software.

I research new solutions and try to find economical answers, all the while trying to keep ahead and be proactive. People thank me every day for small fixes and that’s its own special reward. I’m happy with what I do and lucky to be doing it.



experts have ticked upward, with 16.5 percent of respondents—compared to 2007’s 15 percent—claiming expertise in it, with an average salary of \$83,869.

What about Windows Vista? Unlike many of the respondents we contacted via e-mail, Teslow has taken a fifth of his company to it, with the rest upgrading “through attrition under our replacement plan.” More than 39 percent of respondents say they’re working with the OS, up from 30 percent last year. Vista experts also

make \$75,818, up almost 8 percent from last year’s figure.

On a broader scale, experts who work for outsourcing firms filtered to the top of the list this year, averaging \$91,388—last year, they made \$78,963. Those developing for embedded devices and who work in research and development bring up the rear, inching closer to the \$90,000 mark.

We added a new tracking stat this year, virtualization, for which 30 percent of respondents, including Yatzeck, claim expertise. Those respondents also say that they’re making \$80,307.

Why Certification Matters

Certification hasn’t had the cachet it used to have with readers in years past, but there are still some legitimate reasons to obtain a cert. For some, it can help to get a toehold in IT.

“My certifications got me hired—I think,” says Paul MacDonald, an IS director in Newport News, Va. “Day to day, my job varies greatly and much of what I do doesn’t require or goes beyond what I learned in getting my certifications.”

Mark Jones looks beyond salary and sees certifications as more useful to providing “some measure of ongoing learning—if they’re kept current and new certifications are added as technology and job requirements evolve.”

For Yatzeck, the payoff is also indirect: “In my position, professional certification is held in high regard, especially for a small business, and it does play a role, mostly reflected in yearly raises and annual reviews.” A majority—61 percent—of respondents agree with Yatzeck, while a negligible 0.9 percent believe a certification can have a negative effect.

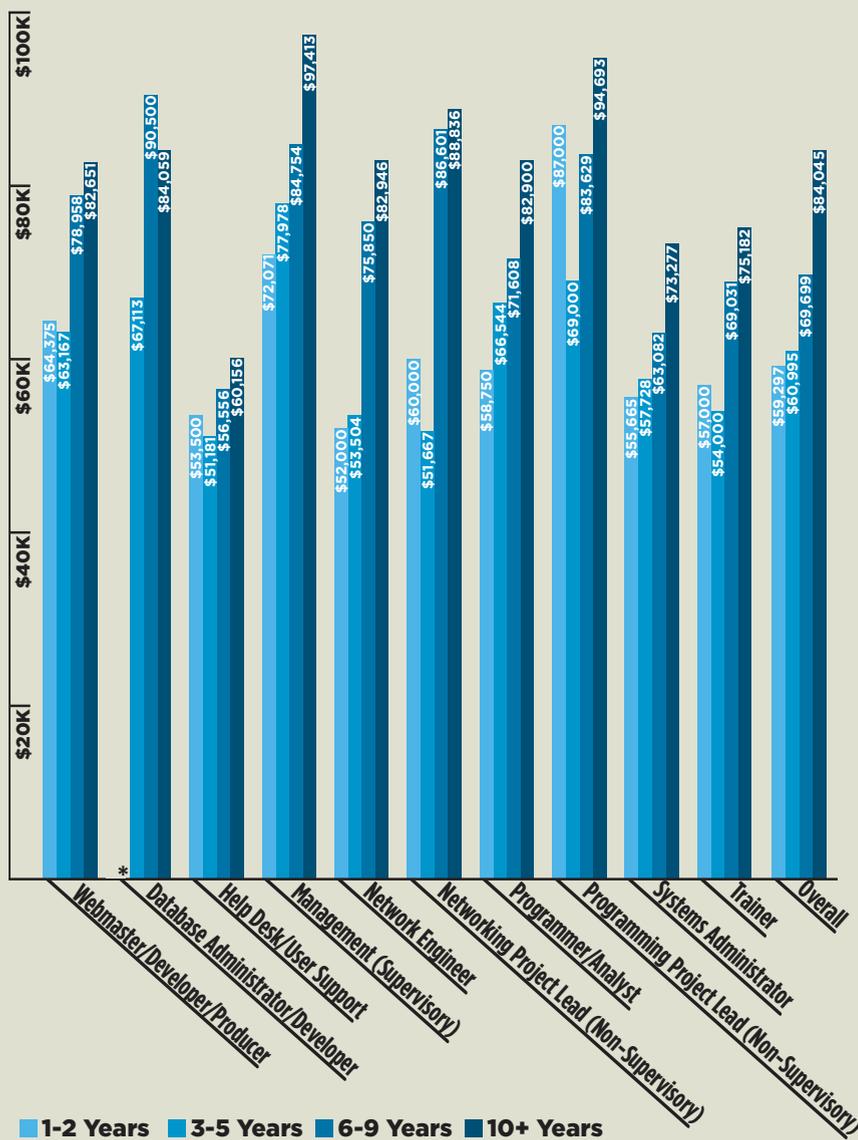
Certifications that seem to have more earning power this year include: MCITP: Consumer Support Technician (\$97,608), MCSD: VS.NET (\$95,269) and MCITP: Database Administrator (\$92,752).

Wait Until Next Year

We keep hearing about the volatility of the economy, IT spending and the toll that the mortgage crisis and fuel prices are taking on general spending. We do expect to see some impact of all of this next year. How much is anyone’s guess at this point, and the four-year upward trend in salaries can’t last much longer—or will it? We’ll let you know how it shakes out in 12 months. **R**

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Years of Experience, Job Title



■ 1-2 Years ■ 3-5 Years ■ 6-9 Years ■ 10+ Years

Chart 7b. Each year, we ask how long you've been working in IT. Respondents have tacked on an average of 12 months this year, which convinces us that 2008's respondents are likely the same ones as last year.

In IT for Life: Louis Lawson, Reno, Nevada



IT technicians are a special breed of people who love what they are doing. No matter how many years you're in this field, you will still never know it all and there is always something new to learn.

Every day I get to research new ways of making life easier for the end user and making my life easier by managing the systems. Who could ask for more?

Being an IT technician is like being an architect. You get to design the complete server layout, distribution, fail over and delivery all of this cool stuff to the most important person — the end user. You will always find a new friend who really appreciates your knowledge and concerns. You will also sometimes feel like you're public enemy #1 from some end users, but the end result is you know and they know you've made their job much easier for them by delivering stable and secure applications, desktops and even the coolness of the end user having the ability to securely remote in and do their job as if they were on site.

I am in this for life and life is excellent!

This MCP's Job Is Never Done: Randy Watts, Jackson, Wisconsin

I clearly understand what it means to be an underappreciated MCP. I have been an MCP since 2004, with certification in Windows 2000 Server. I run a 42 workstation, four-server network at David's Star Lutheran School, where I teach. I laid all 3,300 feet of Cat 5 wiring for our school. I build servers and troubleshoot workstations.

I really enjoy getting technology into the hands of the students and strive to help the students get the most out of technology at our school. I love what I do as Technology Director and love challenges. Running our network allows that!

By the way, I don't get any release time during the day to troubleshoot, fix or manage our network, all with teaching Grade 4 full time. My thanks is in seeing a job well done and a seamlessly working network!



Years of Experience, Certification

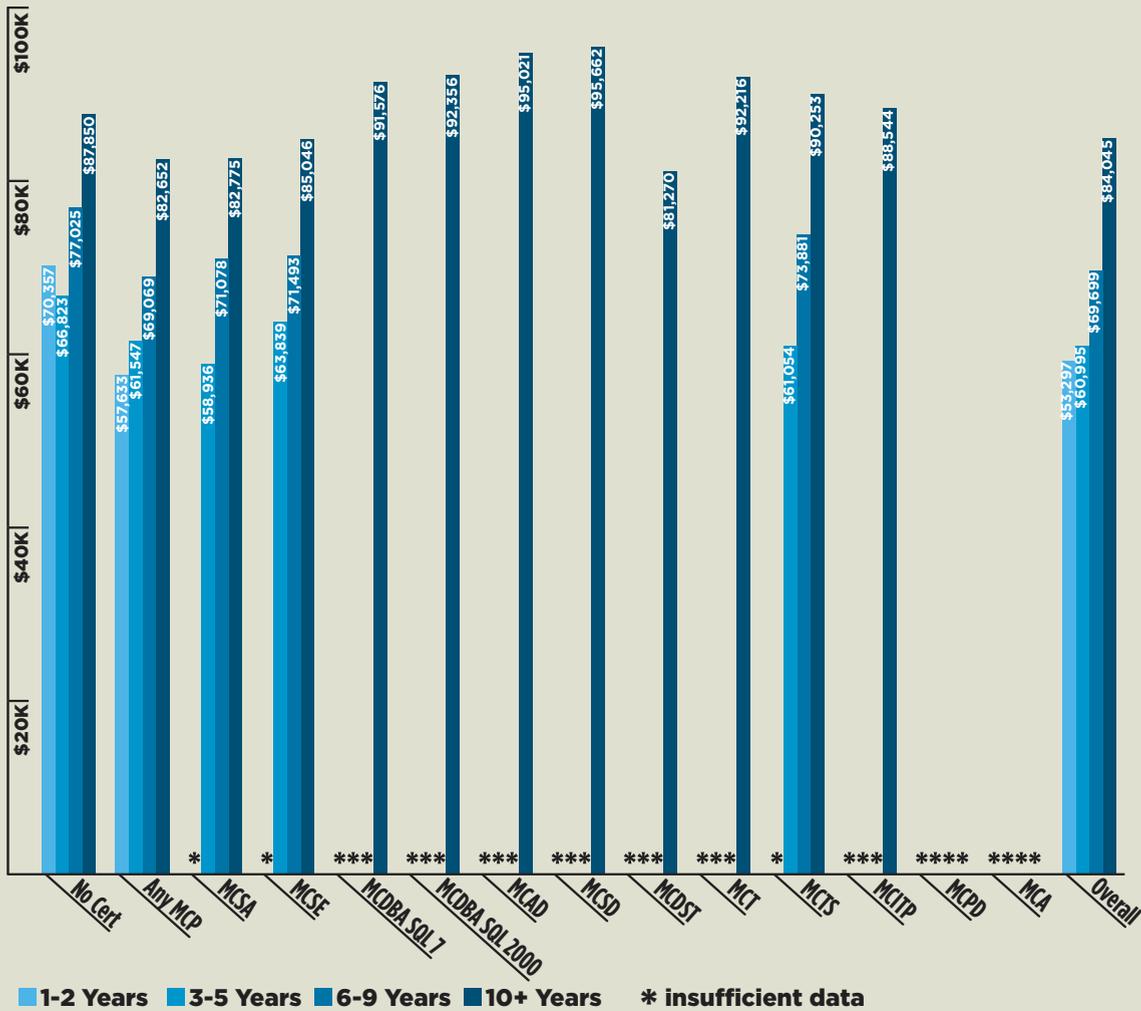


Chart 7b. As the years add on, you're making more. Even though our selection process for the salary survey is random, we can already tell one thing about our Microsoft-certified readership—very few of you claim to be “new to the IT workforce.”

A Look in the Rear-View Mirror: 13 Years of Salaries

For those who've been toiling in IT for 13 years, one thing is for sure: It doesn't hurt to be an MCP. Even though the numbers for MCPs have taken a roller coaster route over 13 years, MCP salaries have gone up more than 28 percent from the \$59,980 we reported in the first year we performed the survey.

While 2002 might seem like a correction year for MCSEs, salaries for that segment remained consistently above the \$60K mark, with the more recent years hovering closer to \$70K. Overall, salaries increased 27 percent over 13 years.

Base salaries indicates the salaries overall of all respondents, whether or not they had obtained a certification when they completed our survey.

A few caveats to keep in mind when looking at the data here:

Most important is that we obtained results via differing methodologies over the years. From 1996 to 1999, we hired Research West to perform

the survey. From 2000 to 2004, we then hired Wilson Research to cull results from Microsoft's list. Then in 2001, we switched gears and had Wilson Research slice and dice the results based on our own list databases to give us a more realistic benchmark of the IT world.

In 2006, we finally brought the research in-house and built customizable survey software.

You may notice a glaringly obvious anomaly in the No Cert column, particularly in 2001 and then again in 2004. While we can only guess why non-certified professionals reported such a higher salary from

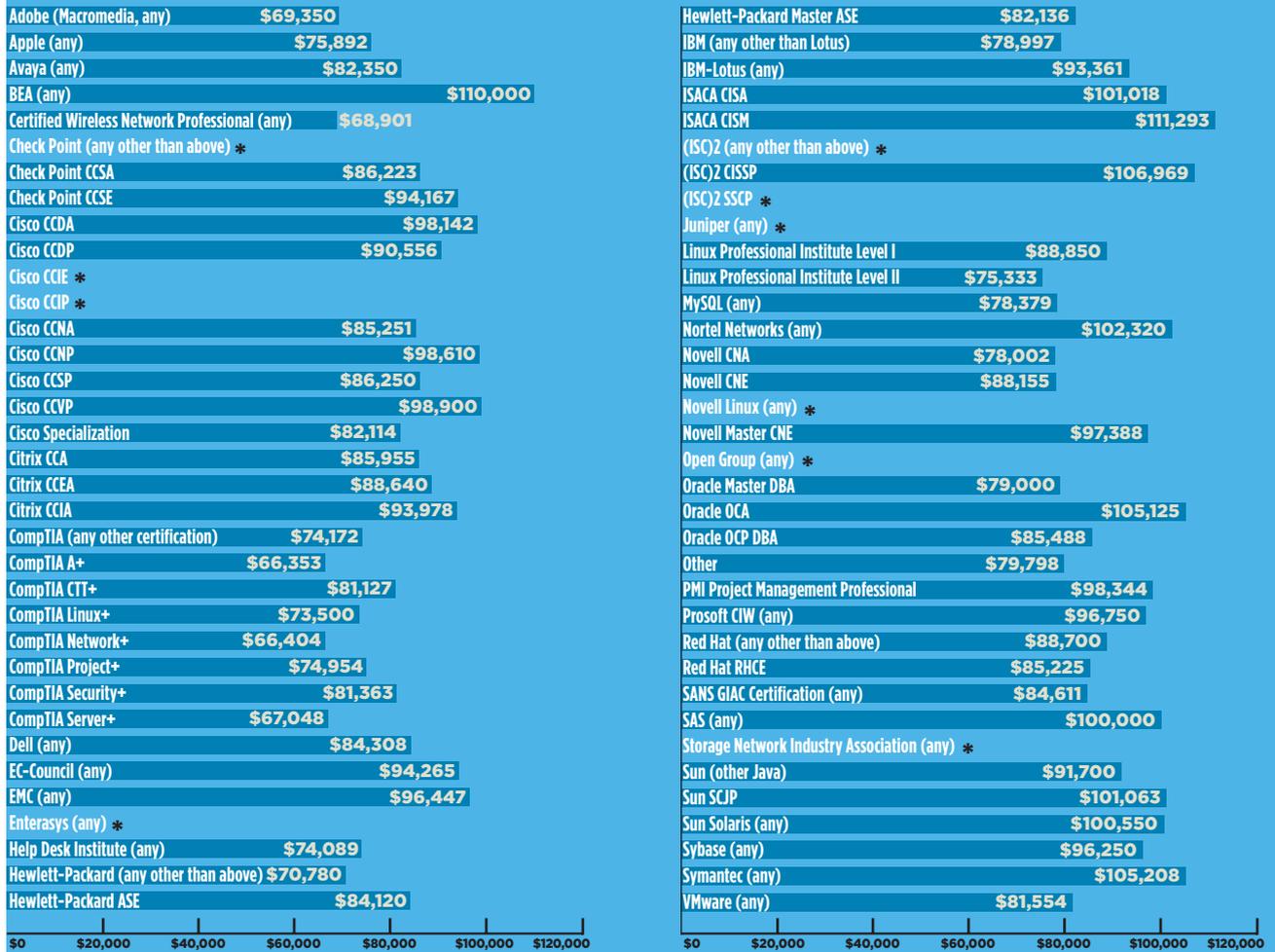
the previous year and then such a low dip two years later (we didn't obtain good data in 2002, which is why it's missing). In 2004, however, we do know that opening up the survey to our entire list meant that we'd include those who've been in IT long enough - managers, architects, developers, project leads and supervisors - who may have attained those positions without having obtained any certifications. Still, we believe the data is worth reporting on, particularly if you're looking at our numbers against other IT surveys out there.

—MD

Year	Base (all)	No Cert	MCP	MCSE
1996	*	\$57,000	\$59,980	\$64,000
1997	*	*	\$57,300	\$70,700
1998	*	\$56,600	\$61,200	\$67,600
1999	*	*	\$52,800	\$65,100
2000	*	\$57,200	\$45,800	\$67,800
2001	*	\$63,000	\$53,400	\$62,700
2002	*	*	\$53,000	\$59,800
2003	\$61,700	\$47,000	\$55,000	\$60,600
2004	*	\$74,300	\$54,600	\$63,800
2005	\$68,535	\$77,697	\$66,062	\$70,732
2006	\$70,901	\$78,962	\$69,757	\$69,905
2007	\$71,988	\$78,158	\$70,906	\$74,273
2008	\$78,087	\$84,839	\$77,244	\$81,708

Chart A

Certifications Other Than Microsoft



* Insufficient data to report results.

Chart 8. As we've done for several years, we continue to ask respondents what other certifications they've obtained. Those who've earned an ISACA CISM top the list; 17 percent of survey respondents have obtained the CompTIA A+, which brings up the rear at a whopping \$66,353—not bad for an entry level cert.

Average Raise by Percentage

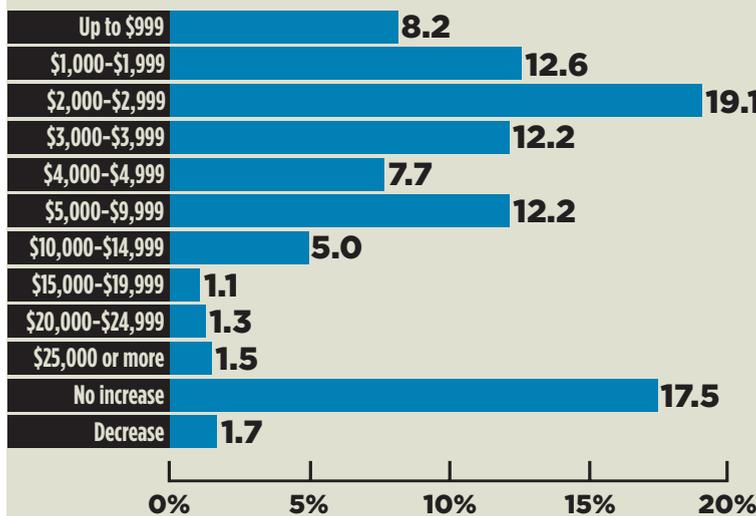


Chart 9. Respondents reported a mean raise of \$4,592, which is up slightly from last year's \$4,020. In addition, a quarter of respondents reported a decrease or no increase in salary last year; this year, it's a better story with a tad under 20 percent not seeing any gains.

Married to His Work: Dan Yatzeck

As a PC/Network Technician at a midsize company, I find myself in the brilliant position between the policy-driven administrator role and the day-to-day mix of the help desk. This affords great benefits in working on server projects, infrastructure changes and cutting-edge technology, all at once.

Recently I led a project to convert the company to a SharePoint-based Intranet, which everyone is getting excited about. I've also been very impressed with the potential for centralizing servers in a virtual environment, and started testing Hyper-V as a great alternative for small and midsize businesses such as ours. Often I find myself missing meals and not realizing it's 8 o'clock at night. To top it off, I'm getting married in September and I'm trying to fit in the Security+ exam as the elective for MCSA certification. I just love new technology!

Effect of Microsoft Certification on Salary

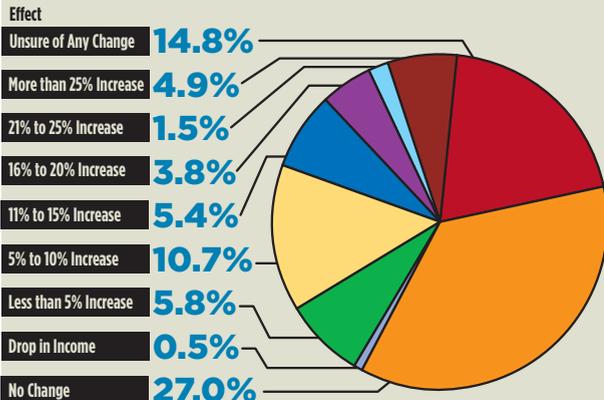


Chart 10. Effect of Microsoft Certification on Salary

Bonus Expectations

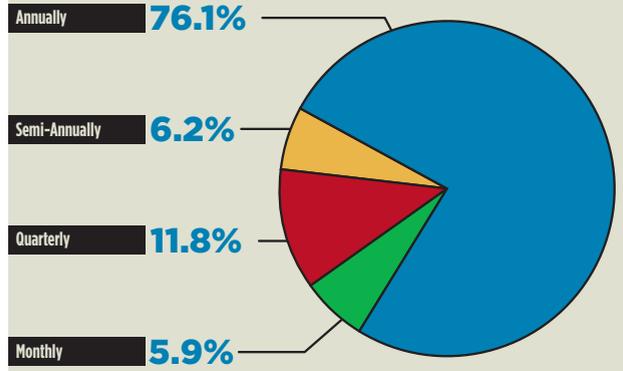


Chart 11c. When Bonuses Are Paid

Bonus Expectations

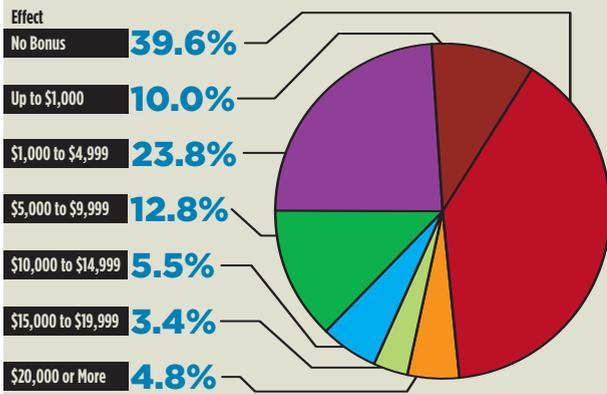


Chart 11a. Expected Bonuses for 2009

Hiring IT Professionals

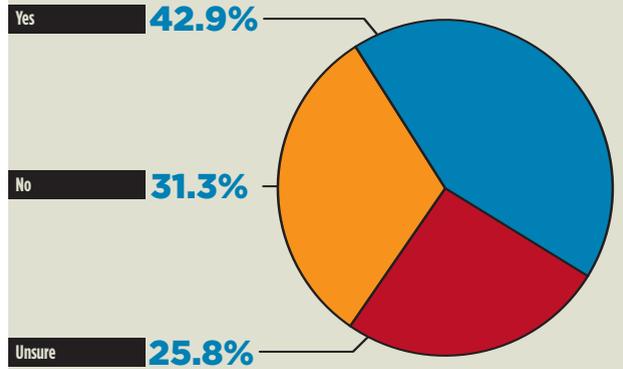


Chart 12a. Hiring Plans, Next 12 Months

Bonus Expectations

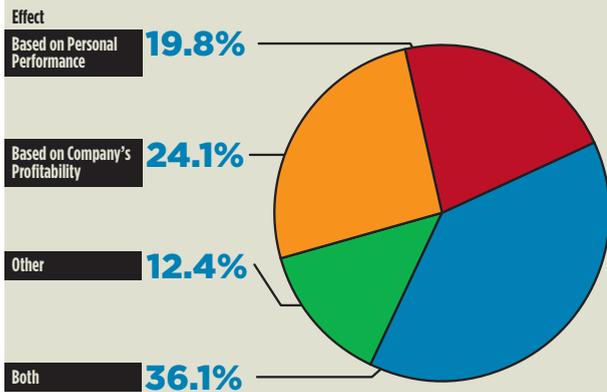


Chart 11b. How Bonuses Are Calculated

Hiring IT Professionals

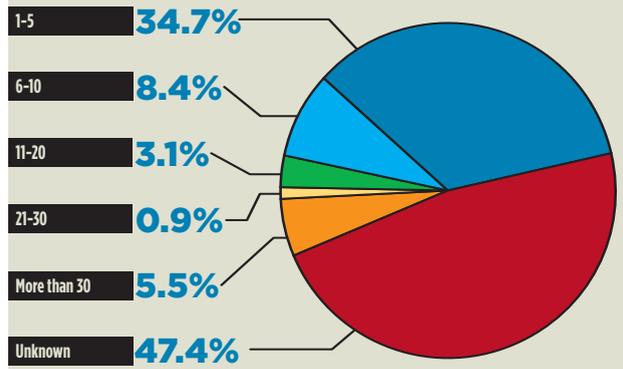


Chart 12b. How Many Will Be Hired?

Hiring IT Professionals

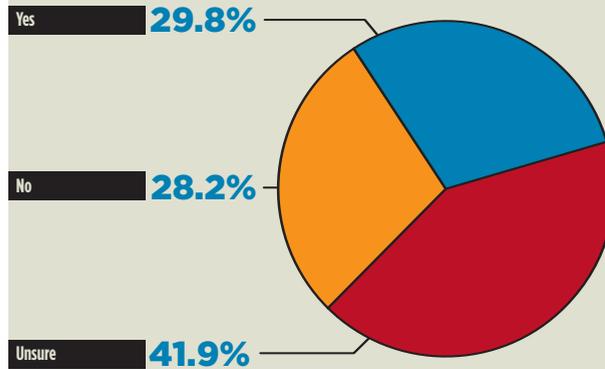


Chart 12c. Will Microsoft certification be a hiring factor?

Hiring IT Professionals

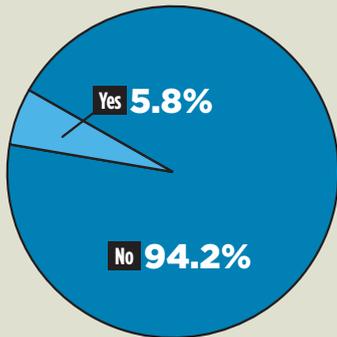


Chart 13a. Have You Been Laid Off in the Last 12 months?

Hiring IT Professionals

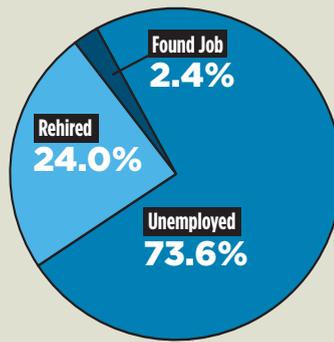


Chart 13b. Rehired/Found a New Position?

Will You Be in IT in 5 Years?

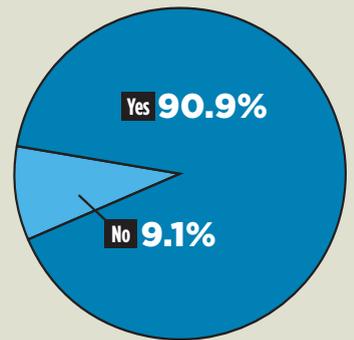


Chart 14. Will You Be in IT in 5 Years?

Outsourcing

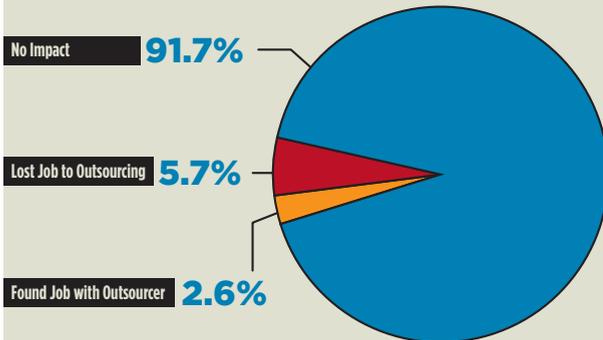


Chart 15a. What's the Impact of Outsourcing on Your Job?

Outsourcing

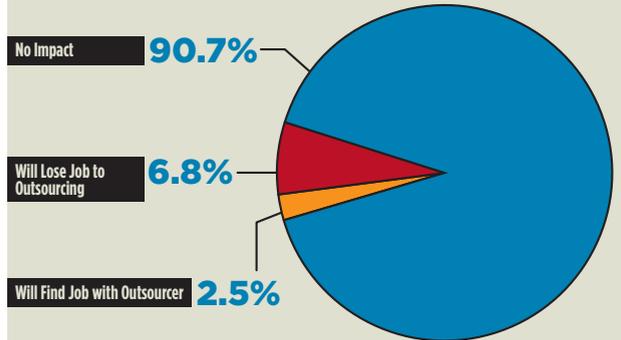


Chart 15b. Will Outsourcing Impact You Next Year?

IT for a Rainy Day: Jason Gruenwald, Seattle, Washington

I am the Web master at South Seattle Community College and I have a great job. The smiles, the administration, and the reason we



are here makes updating the college Intranet, b.k.a. SouthNet, something to be excited about.

Magnificently organizing Word documents of minutes and agendas, converting them to PDFs and updating the intranet Web page document archive is reminiscent of filing dated books away in the thick, muggy air of

a dusty, library basement time capsule.

You know those rotating and stacking shelving systems you can save files and books on for a rainy day? It may be that we document those things for legal reasons or fond memories, as my hope is that someday, someone will at least appreciate that there are enormous collections from over the years, even if they don't ever intend on opening them up.

Additional Compensation Offerings

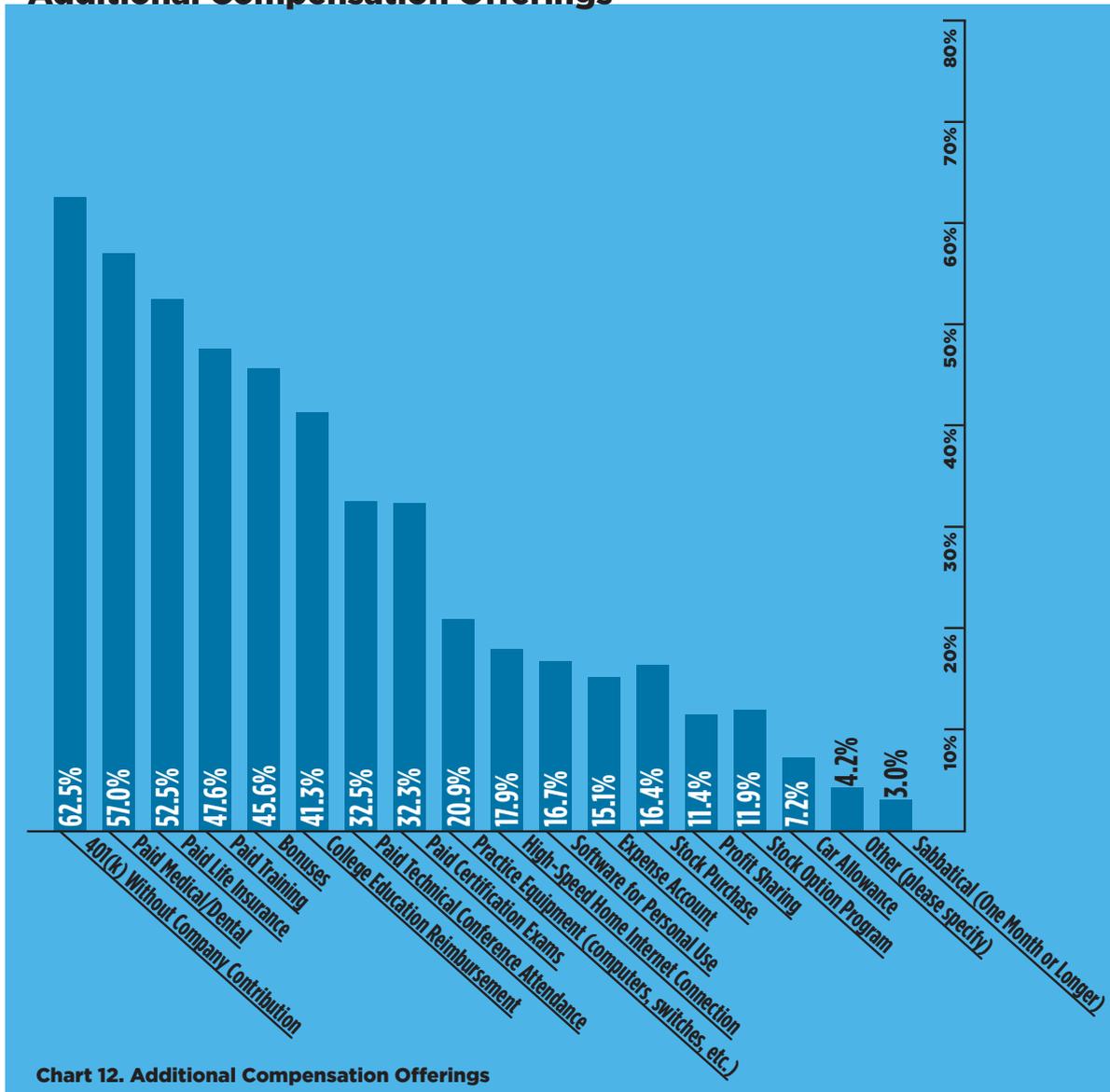


Chart 12. Additional Compensation Offerings

From A Secure Location: Greg Cottingham, Redmond, Washington



As part of the Security Incident Response team at Microsoft, we proactively and reactively respond to, troubleshoot, and help resolve security threats/attacks involving Microsoft products.

We assist professional to enterprise-level customers

ranging from: banks, hospitals, military, law enforcement agencies, and

international governments, all the way down to local mom-and-pop shops.

Our cases often involve computers displaying uncharacteristically “unexplained” behavior, which may be the result of hidden rootkits, malware, hackers, script kiddies or disgruntled ex-employees.

We also deal with malware outbreaks where AV Definitions are “one-step-behind,” causing company outage and loss of income as critical servers succumb to the effects of the malware. This is where we’ll get a sample of the malware, load it up on our test machine to see exactly what it does, then implement a plan of action which essentially “undoes” what the malware did.

I could go on...