

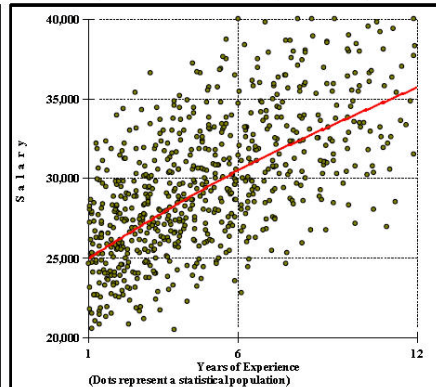
ERI's 2013 Information Technology, Software Services Salary Survey provides market-based pay data for 143 benchmark jobs in this 280+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

Two pages of information are reported for each benchmark position, including job descriptions, Selected Characteristics of the Occupation (SCOs), total annual direct compensation, incentive/variable pay, survey means, medians and percentiles, and graphs with data points. The survey contains three different sections of data: 1) public data, 2) ERI Assessor databases, and 3) data provided by participants. Please see the example format below:

Categories	No. of Incumbents	Mean	First Decile	First Quartile	Median	Third Quartile	Ninth Decile	Rate of Error
Public Databases								
Annual Salary		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	
Incentive/Variable Pay								
Total Direct Annual Compensation		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	0.2
ERI Assessor Databases								
Annual Salary		\$30,513	\$26,074	\$27,900	\$29,970	\$32,661	\$35,035	
Incentive/Variable Pay		\$356	\$306	\$328	\$352	\$384	\$411	
Total Direct Annual Compensation		\$30,869	\$26,380	\$28,228	\$30,322	\$33,045	\$35,446	
Survey Participants' Databases								
Annual Salary		\$37,079	\$18,032	\$28,167	\$38,704	\$41,404	\$44,000	
Incentive/Variable Pay		\$1,955	\$500	\$969	\$1,456	\$3,262	\$5,000	
Total Direct Annual Compensation	227	\$39,034	\$18,532	\$29,136	\$40,160	\$44,666	\$49,000	1.1

Position Description

Greets and receives callers or visitors at establishment, and determines nature of business. Asks for caller's or visitor's name, arranges for appointment with or notifies person called upon on caller's arrival, guides caller to destination, and records name, time of call, nature of business, and person called upon. May issue visitor's pass when required. May type memos, correspondence, reports, and other documents. May operate PBX telephone console to receive incoming messages. May make future appointments and answer inquiries. May perform variety of clerical duties and other duties pertinent to type of establishment. May collect and distribute mail and messages. May work in office of medical practitioner or in other health care facility and be designated accordingly. eDOT: 237.367-038



Selected Characteristics of Occupation (SCOs) from ERI's Occupational Assessor

eDOT SCOs*	Mental & Stress Demands	Physical Demands	Far Acuity
eDOT code 237.367-038	Understanding & Memory	Strength S	Depth Perception N
Occupational Code 237	Memory F	Occasionally Lift/Carry 0	Accommodation O
Specific Vocational Preparation (SVP) 4	Short Instruction Memory F	Frequently Lift/Carry 0	Color Vision N
Education Level 5	Detailed Instruction Memory F	Push/Pull N	Field of Vision O
Worker Functions	Sustained Concentration & Persistence	Walking O	Environmental Conditions
Data 3	Short Instruction F	Sitting F	Exposure to Weather N
People 6	Detailed Instruction O	Standing O	Extreme Cold N
Things 7	Concentration & Attention F	Sit/Stand Option N	Extreme Heat N
Literacy Demands	Work Schedule O	Climbing N	Wet and/or Humid N
Mathematics Level 2	Work Routine F	Balancing N	Noise Intensity Level 2
Language Level 3	Work Distractions F	Stooping N	Vibration N
Reasoning Level 3	Work Decisions O	Kneeling N	Atmospheric Conditions N
Aptitudes	Work Completion F	Crouching N	Proximity to Moving Parts N
General Learning Ability 3	Social Interaction	Crawling N	Exposure to Electrical Shock N
Verbal Aptitude 3	Public Interaction F	Reaching O	Working in High Places N
Numeric Aptitude 2	Assignment/Assistance F	Reaching Upward O	Exposure to Radiation N
Spatial Aptitude 2	Work Review O	Reaching Downward O	Working With Explosives N
Form Perception 2	Peer Interaction F	Handling O	Exposure to Toxic Chemicals N
Clerical Perception 3	Work Behavior F	Fingering O	Exposure to Biohazards N
Motor Coordination 2	Adaptation	Feeling N	Other Environmental Conditions N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	Additional Measures
Manual Dexterity 2	Hazard Awareness O	Talking F	Creativity O
Eye-Hand-Foot Coord. 2	Travel O	Hearing O	Administrative Activity O
Color Discrimination 1	Independent Planning O	Tasting/Smelling N	Discretion/Independent Judgment F
		Near Acuity O	

* For an explanation of eDOT SCO values, please see the definitions on page 265.

Trended EEO-1 Demographic Estimates
Specific Census data can be obtained by subscribing to ERI's Geographic Assessor

Trend to Month/Year:	Codes:						
eDOT Title: Receptionist	eDOT Code: 237.367-038						
OES Area: US - National	OES Code: 193000700000						
SOC Job Family: Receptionists and Information Clerks	SOC Code: 434171						
	Native Hawaiian or Other Pacific Islander						
	Asian						
	Hispanic or Latino						
	American Indian or Alaska Native						
	Two or More Races						
Total	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	Hispanic or Latino	American Indian or Alaska Native	Two or More Races
Male 7.3%	4.8%	0.9%	0.0%	0.4%	0.9%	0.1%	0.2%
Female 92.7%	68.2%	9.6%	0.1%	2.0%	10.5%	0.6%	1.6%
Totals 100.0%	72.9%	10.5%	0.1%	2.5%	11.4%	0.6%	1.8%

Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$278,075
Advertising Manager	\$98,084
Data Control Supervisor	\$63,460
PC Specialist	\$55,780
Help Desk Representative	\$51,952

Information is from ERI Assessor databases as of March 31, 2013.

Characteristics of Participating Organizations (information taken from the ERI Survey Participant Database)

Revenue	Percent of Organizations
Less than \$100,000	14
\$100,000-\$1,000,000	14
\$1,000,000-\$10,000,000	14
\$10,000,000-\$100,000,000	36
\$100,000,000-\$1,000,000,000	14
Greater than \$1,000,000,000	7

Benchmark Job List

Accountant	Computer Information Scientist
Accounting Clerk	Computer Maintenance Technician
Accounting Manager	Computer Network Analyst
Administrative Assistant	Computer Operating Systems Programming Supervisor
Advertising Manager	Computer Operations Director
Applications Programming Manager	Computer Operations Manager
Applications Programming Supervisor	Computer Operations Supervisor
Area Sales Manager	Computer Operator
Bookkeeper	Computer Peripheral Equipment Operator
Branch Office Manager	Computer Processing Scheduler
Business Systems Analyst	Computer Programmer
Call Center Manager	Computer Programmer Lead
Call Center Representative (Complex Calls)	Computer Security Coordinator
Call Center Representative (General Calls)	Computer Security Specialist
Call Center Representative (Specialized Calls)	Computer Service Representative
Chief Executive Officer	Computer Services Manager
Chief Financial Officer	Computer Software Developer
Chief Human Resources Officer	Computer Software Engineer
Chief Marketing & Sales Officer	Computer Systems Hardware Analyst
Chief Operating Officer	Computer Technical Support Specialist
Client Server Programmer	Consultant IT
Collection Manager	Contract Administration Manager
Computer Audit Manager	Contract Administration Supervisor
Computer Audit Supervisor	Contract Administrator
Computer Hardware Engineer	Customer Service Manager

Customer Service Representative (General Calls)
Customer Service Representative (Specialized Calls)
Data Architect
Data Control Clerk
Data Control Supervisor
Data Entry Operator
Data Entry Operator Lead
Data Entry Supervisor
Data Examination Clerk
Data Librarian
Data Recovery Planner
Database Administrator
Database Architect
Database Design Analyst
Database Report Writer
Documentation Supervisor
EDI Manager
EDI Specialist
EDP Auditor
ERP Programmer
ERP Project Manager
Financial Analyst
Flash Developer
Graphic Designer
Help Desk Representative
Help Desk Supervisor
HRIS Analyst
HRIS Manager
HRIS Supervisor
Human Resources Manager
Information Technology Audit Director
Information Technology Auditor
Infrastructure Project Manager
IT Audit Director
IT Procurement Administrator
IT Procurement Manager
IT User Support Director
Java Architect
LAN/WAN Administrator
Marketing Manager
Marketing Representative
Network Communications Technician
Network Control Manager
Network Control Supervisor
Network Control Technician
Network Planning Manager
Operating Systems Programmer

Payroll Manager
PC Specialist
PC Supervisor
Program/Project Management Office Analyst
Program/Project Management Office Manager
Programmer Analyst
Programmer Engineer
Programmer Numerical Control
Programming Director
Programming Supervisor
Project Manager (Experience)
Quality Assurance Programmer
Quality Assurance Supervisor IT
Recruiter Professional
Sales Representative
Social Networking Analyst
Social Networking Manager
Social Networking Specialist
Software Design Director
Software Design Manager
Software Design Supervisor
Software Developer
Software Developer Lead
Systems & Programming Director
Systems & Programming Manager
Systems Administrator
Systems Analysis Director
Systems Analysis Manager
Systems Analysis Supervisor
Systems Analyst
Systems Analyst Lead
Systems Project Manager
Tape Librarian
Technical Writer
Top IT Officer
Unix Administrator
User Support Analyst
User Support Analyst Supervisor
Video Game Programmer
Video Game Tester
Web Administrator
Web Content Administrator
Web Developer
Web Technical Producer
Webmaster
Website Traffic Analyst