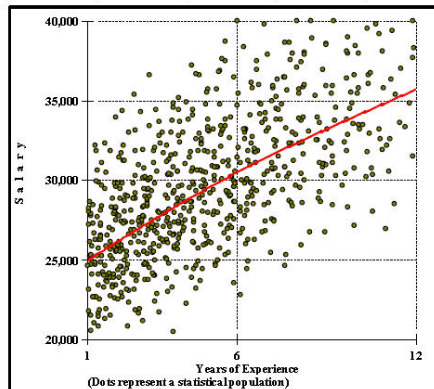**ERI's 2013 Information Technology and eCommerce Salary Survey** provides market-based pay data for 119 benchmark jobs in this 230+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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


Years of Experience
(Dots represent a statistical population)

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

| eDOT SCOs* | | | Mental & Stress Demands | | Physical Demands | | Far Acuity | N |
|---|---|---|---|---|---|---|---|---|
| | | | *Understanding & Memory* | | Strength | S | Depth Perception | N |
| eDOT code | 237.367-038 | | Memory | F | Occasionally Lift/Carry | 0 | Accommodation | O |
| Occupational Code | 237 | | Short Instruction Memory | F | Frequently Lift/Carry | 0 | Color Vision | N |
| Specific Vocational Preparation (SVP) | 4 | | Detailed Instruction Memory | F | Push/Pull | N | Field of Vision | O |
| Education Level | 5 | | *Sustained Concentration & Persistence* | | Walking | O | **Environmental Conditions** | |
| **Worker Functions** | | | Short Instruction | F | Sitting | F | Exposure to Weather | N |
| Data | 3 | | Detailed Instruction | O | Standing | O | Extreme Cold | N |
| People | 6 | | Concentration & Attention | F | Sit/Stand Option | N | Extreme Heat | N |
| Things | 7 | | Work Schedule | O | Climbing | N | Wet and/or Humid | N |
| **Literacy Demands** | | | Work Routine | F | Balancing | N | Noise Intensity Level | 2 |
| Mathematics Level | 2 | | Work Distractions | F | Stooping | N | Vibration | N |
| Language Level | 3 | | Work Decisions | O | Kneeling | N | Atmospheric Conditions | N |
| Reasoning Level | 3 | | Work Completion | F | Crouching | N | Proximity to Moving Parts | N |
| **Aptitudes** | | | *Social Interaction* | | Crawling | N | Exposure to Electrical Shock | N |
| General Learning Ability | 3 | | Public Interaction | F | Reaching | O | Working In High Places | N |
| Verbal Aptitude | 3 | | Assignment/Assistance | F | Reaching Upward | O | Exposure to Radiation | N |
| Numeric Aptitude | 2 | | Work Review | O | Reaching Downward | O | Working With Explosives | N |
| Spatial Aptitude | 2 | | Peer Interaction | F | Handling | O | Exposure to Toxic Chemicals | N |
| Form Perception | 2 | | Work Behavior | F | Fingering | O | Exposure to Biohazards | N |
| Clerical Perception | 3 | | *Adaptation* | | Feeling | N | Other Environmental Conditions | N |
| Motor Coordination | 2 | | Adaptation to Change | O | Keyboard Use | F | **Additional Measures** | |
| Finger Dexterity | 3 | | Hazard Awareness | O | Talking | F | Creativity | O |
| Manual Dexterity | 2 | | Travel | O | Hearing | O | Administrative Activity | O |
| Eye-Hand-Foot Coord. | 2 | | Independent Planning | O | Tasting/Smelling | N | Discretion/Independent Judgment | F |
| Color Discrimination | 1 | | | | 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: | 1930007000000 | | |
| SOC Job Family: | Receptionists and Information Clerks | | | SOC Code: | 434171 | | |

| | 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 |
|---|---|
| Systems & Programming Director | $149,571 |
| Network Control Manager | $108,520 |
| User Support Analyst Supervisor | $92,785 |
| Computer Security Coordinator | $79,989 |
| PC Specialist | $55,161 |
| Data Control Clerk | $35,602 |

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

## Benchmark Job List

Applications Programming Manager

Applications Programming Supervisor

Business Systems Analyst

Client Server Programmer

Computer Audit Manager

Computer Audit Supervisor

Computer Hardware Engineer

Computer Information Scientist

Computer Maintenance Technician

Computer Network Analyst

Computer Operations Director

Computer Operations Manager

Computer Operations Supervisor

Computer Operator

Computer Peripheral Equipment Operator

Computer Processing Scheduler

Computer Programmer

Computer Programmer Lead

Computer Security Coordinator

Computer Security Specialist

Computer Service Representative

Computer Services Manager

Computer Software Engineer

Computer Systems Hardware Analyst

Computer Technical Support Specialist

Contract Administration Manager

Contract Administration Supervisor

Contract Administrator

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 Clerk

Documentation Supervisor

e-Commerce Business Analyst

e-Commerce Marketing Director

e-Commerce Marketing Manager

e-Commerce Programmer

e-Commerce Sales Manager

e-Commerce Sales Representative

e-Commerce Top Officer

EDI Manager

EDI Specialist

EDP Auditor

Electronic Mail Coordinator

ERP Programmer

ERP Project Manager

Flash Developer

Graphic Designer

Help Desk Representative

Help Desk Supervisor

HRIS Analyst

HRIS Manager

HRIS Supervisor

Information Technology Audit Director

Information Technology Auditor

Infrastructure Project Manager

IT Audit Director

IT Consultant

IT Procurement Administrator

IT Procurement Manager

IT User Support Director

Java Architect

LAN/WAN Administrator

Network Communications Technician

Network Control Manager

Network Control Supervisor

Network Control Technician

Network Planning Manager

Numerical Control Programmer

Operating Systems Programmer

PC Specialist

PC Supervisor

Program/Project Management Office Analyst

Program/Project Management Office Manager

Programmer Analyst

Programmer Engineer

Programming Director

Programming Supervisor

Project Manager (Experience)

Quality Assurance Programmer

Quality Assurance Supervisor IT

Social Networking Analyst

Social Networking Manager

Social Networking Specialist

Software Design Director

Software Design Manager

Software Design Supervisor

Software Developer Lead

Supervisor Operating Systems Programming

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

Top IT Officer

Unix Administrator

User Support Analyst

User Support Analyst Supervisor

Web Administrator

Web Content Administrator

Web Developer

Web Technical Producer

Webmaster

Website Traffic Analyst