

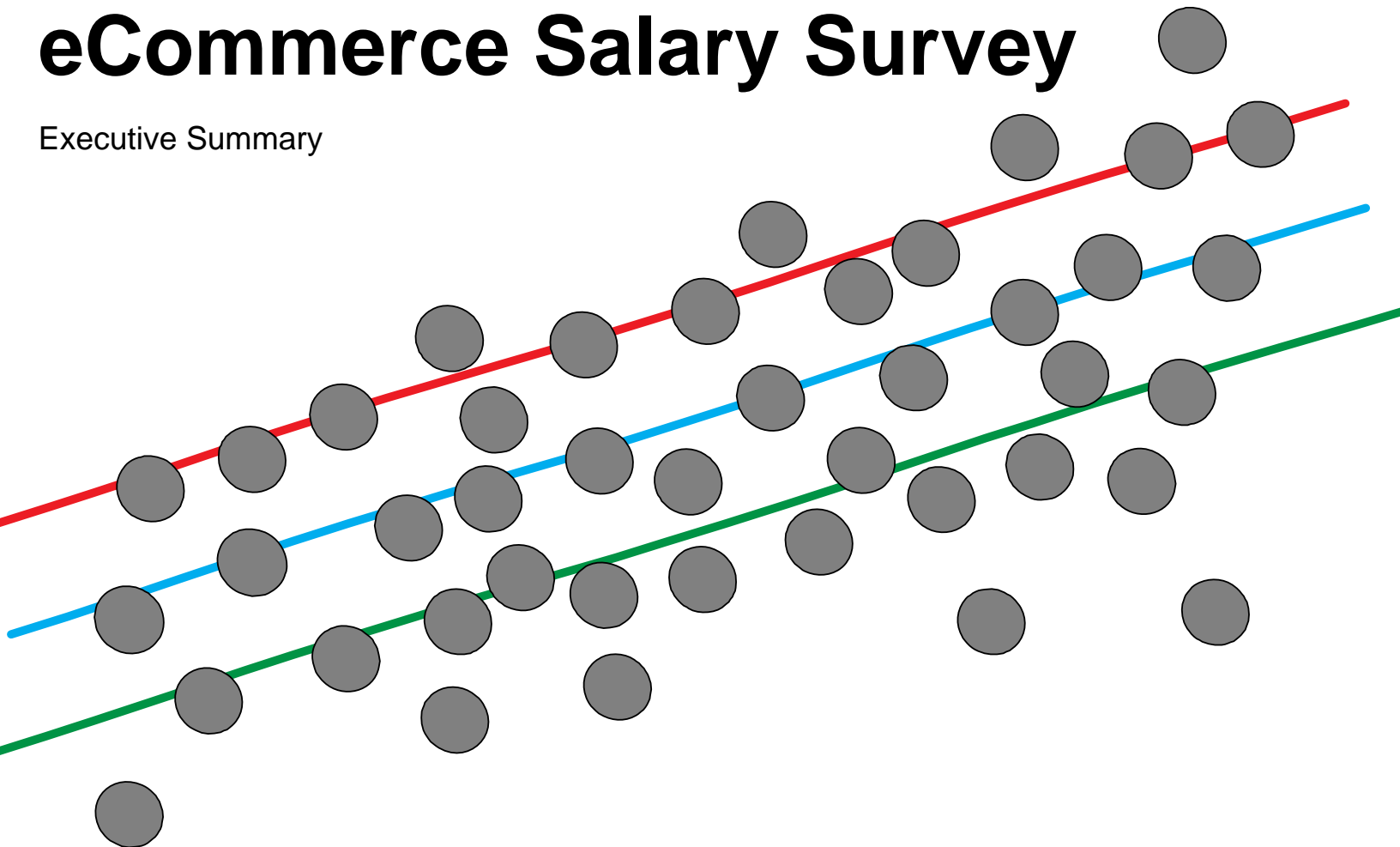


**SALARY
SURVEYS**

2014

Information Technology and eCommerce Salary Survey

Executive Summary



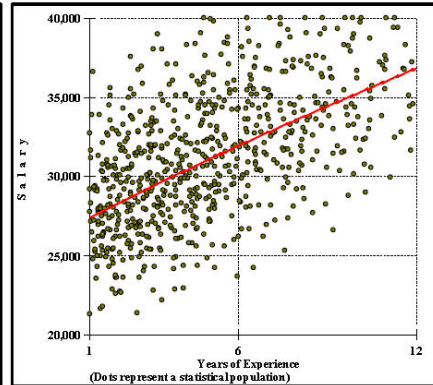
ERI's 2014 Information Technology and eCommerce Salary Survey provides market-based pay data for 120 benchmark jobs in this 230+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2014.

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		\$35,965	\$27,101	\$30,225	\$35,433	\$44,396	\$49,774	
Incentive/Variable Pay								
Total Direct Annual Compensation		\$35,965	\$27,101	\$30,225	\$35,433	\$44,396	\$49,774	0.3
ERI Assessor Databases								
Annual Salary		\$31,953	\$27,314	\$29,227	\$31,395	\$34,214	\$36,701	
Incentive/Variable Pay		\$442	\$381	\$407	\$438	\$477	\$512	
Total Direct Annual Compensation		\$32,395	\$27,695	\$29,634	\$31,833	\$34,691	\$37,213	
Survey Participant Database								
Annual Salary		\$25,326	\$17,244	\$20,134	\$23,138	\$27,049	\$30,810	
Incentive/Variable Pay								
Total Direct Annual Compensation	116	\$25,326	\$17,244	\$20,134	\$23,138	\$27,049	\$30,810	1.6

Position Description

Greets and assists callers in relaying incoming, outgoing, and/or interoffice calls. Operates switchboard equipment. Guides caller to destination and records name, time of call, nature of business, and person called upon. Supplies information to callers/visitors, takes messages, and announces callers/visitors. May issue visitor's pass when required. May perform clerical duties, such as word processing, proofreading, and sorting mail. May receive callers at establishment, determine nature of business, and arrange for appointment with person called upon. May type memos, correspondence, reports, and other documents. May make future appointments and answer inquiries. May perform variety of clerical duties and other duties pertinent to type of establishment. eDOT: 235.662-019



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

eDOT SCOs*	Mental & Stress Demands	Physical Demands	Environmental Conditions
Understanding & Memory			
eDOT code 235.662-019	Memory F	Strength S	Far Acuity N
Occupational Code 235	Short Instruction Memory F	Occasionally Lift/Carry O	Depth Perception N
Specific Vocational Preparation (SVP) 3	Detailed Instruction Memory F	Frequently Lift/Carry O	Accommodation N
Education Level 6	Sustained Concentration & Persistence	Push/Pull N	Color Vision N
Worker Functions	Short Instruction F	Walking O	Field of Vision O
Data 6	Detailed Instruction N	Sitting C	Environmental Conditions
People 6	Concentration & Attention F	Standing O	Exposure to Weather N
Things 2	Work Schedule F	Sit/Stand Option O	Extreme Cold N
Literacy Demands	Work Routine F	Climbing N	Extreme Heat N
Mathematics Level 2	Work Distractions F	Balancing N	Wet and/or Humid N
Language Level 3	Work Decisions F	Stooping N	Noise Intensity Level 2
Reasoning Level 3	Work Completion F	Kneeling N	Vibration N
Aptitudes	Social Interaction	Crouching N	Atmospheric Conditions N
General Learning Ability 3	Public Interaction F	Crawling N	Proximity to Moving Parts N
Verbal Aptitude 4	Assignment/Assistance F	Reaching N	Exposure to Electrical Shock N
Numeric Aptitude 3	Work Review O	Reaching Upward F	Working in High Places N
Spatial Aptitude 3	Peer Interaction F	Reaching Downward O	Exposure to Radiation N
Form Perception 2	Work Behavior F	Handling C	Working With Explosives N
Clerical Perception 3	Adaptation	Fingering F	Exposure to Toxic Chemicals N
Motor Coordination 3	Adaptation to Change F	Feeling O	Exposure to Biohazards O
Finger Dexterity 3	Hazard Awareness O	Keyboard Use F	Other Environmental Conditions N
Manual Dexterity 3	Travel O	Talking C	Additional Measures
Eye-Hand-Foot Coord. 1	Independent Planning F	Hearing F	Creativity O
Color Discrimination 1		Tasting/Smelling N	Administrative Activity F
		Near Acuity F	Discretion/Independent Judgment F

* For an explanation of eDOT SCO values, please see the definitions on page 261.

Sample Information

Benchmark Title	Mean Total Compensation
Systems & Programming Director	\$149,824
Network Control Manager	\$110,432
User Support Analyst Supervisor	\$94,672
Computer Security Coordinator	\$82,215
PC Specialist	\$54,776
Data Control Clerk	\$35,936

Information is from ERI Assessor databases as of March 31, 2014.

Benchmark Job List

<p>Applications Programming Manager</p> <p>Applications Programming Supervisor</p> <p>Business Systems Analyst</p> <p>Client Server Programmer</p> <p>Computer Audit Manager</p> <p>Computer Audit Supervisor</p> <p>Computer Hardware Engineer</p> <p>Computer Information Scientist</p> <p>Computer Maintenance Technician</p> <p>Computer Network Analyst</p> <p>Computer Operations Director</p> <p>Computer Operations Manager</p> <p>Computer Operations Supervisor</p> <p>Computer Operator</p> <p>Computer Peripheral Equipment Operator</p> <p>Computer Processing Scheduler</p> <p>Computer Programmer</p> <p>Computer Programmer Lead</p> <p>Computer Security Coordinator</p> <p>Computer Security Specialist</p> <p>Computer Service Representative</p> <p>Computer Services Manager</p> <p>Computer Software Engineer</p> <p>Computer Systems Hardware Analyst</p> <p>Computer Technical Support Specialist</p> <p>Contract Administration Manager</p> <p>Contract Administration Supervisor</p> <p>Contract Administrator</p> <p>Data Architect</p> <p>Data Control Clerk</p> <p>Data Control Supervisor</p> <p>Data Entry Operator</p> <p>Data Entry Operator Lead</p> <p>Data Entry Supervisor</p>	<p>Data Examination Clerk</p> <p>Data Librarian</p> <p>Data Recovery Planner</p> <p>Database Administrator</p> <p>Database Architect</p> <p>Database Design Analyst</p> <p>Database Report Writer</p> <p>Documentation Clerk</p> <p>Documentation Supervisor</p> <p>e-Commerce Business Analyst</p> <p>e-Commerce Marketing Director</p> <p>e-Commerce Marketing Manager</p> <p>e-Commerce Programmer</p> <p>e-Commerce Sales Manager</p> <p>e-Commerce Sales Representative</p> <p>e-Commerce Top Officer</p> <p>EDI Manager</p> <p>EDI Specialist</p> <p>EDP Auditor</p> <p>Electronic Mail Coordinator</p> <p>ERP Programmer</p> <p>ERP Project Manager</p> <p>Flash Developer</p> <p>Graphic Designer</p> <p>Help Desk Representative</p> <p>Help Desk Supervisor</p> <p>HRIS Analyst</p> <p>HRIS Manager</p> <p>HRIS Supervisor</p> <p>Infrastructure Project Manager</p> <p>IT Consultant</p> <p>IT Procurement Administrator</p> <p>IT Procurement Manager</p> <p>IT User Support Director</p>
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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 Specialist 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
Search Engine Optimization Analyst
Social Networking Analyst
Social Networking Manager
Social Networking Specialist
Software Design Director
Software Design Manager
Software Design Supervisor

Software Developer Lead
Software Implementation Specialist
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 Marketing Analyst
Web Marketing Manager
Web Technical Producer
Webmaster
Website Traffic Analyst