

2014-2015 TIES Technology Salary Survey - Technology Support

Instructions

The 2014-2015 TIES Technology Salary Survey is intended to help districts plan for, recruit, retain and equitably compensate technology staff. There are four survey modules that school districts are asked to complete. These are: Technology Management, Technology Support, Technology Integration, and School Library Media Specialist.

The 2014-2015 TIES Technology Salary Survey - Technical Support is intended to gather data on positions such as Network Administrator, Lead PC/Mac Desktop Support/Device Management, Computer Technician/Repair/Help Desk, Technology Paraprofessional, Technician, and Technical Services Supervisor/System Administrator.

To have access to survey results, districts must fully complete all four survey modules, ensure the accuracy of the information they submit and guarantee that they will distribute the results only to school board members, superintendents, school human resources personnel, district technology directors and technology coordinators. TIES will create reports that include aggregate data and identification of the school district but not the identity of individual respondents.

Only one person from each school district should fill out the survey; this person will be notified when results are available. We recommend that the technology director or coordinator complete the survey, working with the human resources director to collect the necessary information.

The easiest way to complete the survey is to download a PDF copy from:

Using the copy, gather all the appropriate data and then enter the answers online.

SURVEY DEADLINE: February 28, 2015

The first page of the survey contains mandatory questions, marked by an asterisk. You must answer all of these questions before you can proceed.

When answering salary questions, please enter the salary or salary range rounded to the nearest \$100 (for example, \$35,400-38,700). For all benefits questions, please state the maximum insurance and leave benefits available for the position.

If you are unable to complete all the questions at one time, you may stop after completing any page and click on the "Next" button to record your data. You need only then close the browser window to quit. You may return to the survey at a later time and add answers you missed or change previous answers, BUT you must do so from the same computer you used in registering the previous answers.

If you have questions about this survey, please contact Mary Mehsikomer, Technology Integration Development & Outreach Facilitator at TIES. Mary can be reached at 651-999-6510 or by e-mail at mary.mehsikomer@ties.k12.mn.us.

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Respondent Information

***1. Your name**

***2. Your full position title**

***3. Your e-mail address**

***4. District name**

***5. District number**

***6. Fiscal year of the salary data you are submitting**

- FY 2013 (July 1, 2013 - June 30, 2014)
- FY 2014 (July 1, 2014 - June 30, 2015)

***7. District K-12 enrollment as of October 1, 2014**

- 1-500 Students
- 501-1,000 Students
- 1,001-5,000 Students
- 5,001-10,000 Students
- 10,001-15,000 Students
- 15,001-25,000 Students
- 25,000 Students and Above

*8. District geographic location in the state

- Seven county metro area (Twin Cities and surrounding suburbs)
- Northeast
- Northwest
- Central
- West Central
- South Central
- Southeast
- Southwest

*9. District geographic class

- Urban
- Suburban
- Rural

Network Administrator

The Network Administrator (Novell or Microsoft certified, for example) is the person who manages, installs and maintains wide and local area networks, and maintains technology security and disaster recovery plans.

*** 10. Does your district have this position?**

- Yes
- No

11. If your district has this position, is it a district staff position or contracted with a third party technology management/support business?

- District staff position
- Contracted from a third party organization

12. What is the job title of the person in this position?

Network Administrator Duties

13. Which of the following duties are performed by your district's Network Administrator?

Check all that apply.

- Supervise IT staff.
- Plan, implement and maintain standards for network, hardware, software and configurations.
- Plan, implement and maintain network security standards, firewalls, antivirus, malware, intrusion protection and access control.
- Plan, implement and maintain server-based operating systems and enterprise applications.
- Plan, implement and maintain voice communication technologies.
- Plan, implement and maintain video distribution systems.
- Plan, implement and maintain building security cameras and related alarm systems.
- Implement networking plan, including design, configuration, equipment, hardware, software, construction and maintenance of systems.
- Plan, implement and maintain physical and virtual security of computer and network systems.

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Network Administrator Salary

When answering salary questions, please enter the salary or salary range rounded to the nearest \$100 (for example, \$35,400-38,700). For all benefits questions, please state the maximum insurance and leave benefits available for the position.

14. What is the annual salary range for this position?

15. If only one person holds this position, what is the TOTAL ANNUAL VALUE of all salary and benefits for this position?

16. How many individuals hold this position?

17. How many FTEs does this represent?

18. What is the minimum technical certification or educational level required for this position? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

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19. What educational level or technical certifications do the people in this position have? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

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Network Administrator Benefits

For all benefits questions, please state the maximum insurance and leave benefits available for the position.

20. For this position, what is the district's TOTAL ANNUAL contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity match (maximum district contribution)	<input type="text"/>

21. For this position, what is the PERCENTAGE of the district's monthly contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity (maximum district contribution)	<input type="text"/>

22. Is this position eligible for life insurance?

- Yes
- No

23. Is this position eligible for long-term disability?

- Yes
- No

Network Administrator Work Year and Leave

24. What is the length of the work year in days for this position?

25. How many holidays in a work year is this position eligible for?

26. What range of vacation days in a work year is this position eligible for?

27. How many personal leave days in a work year is this position eligible for?

28. Are personal leave days deducted from sick leave for this position?

- Yes
- No

29. Is this an hourly position?

- Yes
- No

Network Administrator Hourly Rate

30. What is the hourly rate of pay?

Network Administrator Bargaining Unit

31. Is this position in a collective bargaining unit?

- Yes
- No

Network Administrator Bargaining Unit

32. Which bargaining unit?

Lead PC/Mac Desktop Support/Device Management

People in the Lead PC/Mac Desktop Support/Device Management category have primary responsibility for maintaining and troubleshooting instructional and administrative desktop computers, computer labs, classroom clusters and media search stations.

***33. Does your district have this position?**

- Yes
- No

34. If your district has this position, is it a district staff position or contracted with a third party technology management/support business?

- District staff position
- Contracted from a third party organization

35. What are the job titles used for the staff in these positions?

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Lead PC/Mac Desktop Support/Device Management

When answering salary questions, please enter the salary or salary range rounded to the nearest \$100 (for example, \$35,400-38,700). For all benefits questions, please state the maximum insurance and leave benefits available for the position.

36. What is the annual salary range for this position?

37. If only one person holds this position, what is the TOTAL ANNUAL VALUE of all salary and benefits for this position?

38. How many individuals hold this position?

39. How many FTEs does this represent?

40. What is the minimum technical certification or educational level required for this position? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

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41. What educational level or technical certifications do the people in this position have? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

42. Please indicate the PERCENTAGE of time people in this position spend each week on the following areas:

Technical support	<input type="text"/>
Network administration	<input type="text"/>

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Lead PC/Mac Desktop Support/Device Management Benefits

For all benefits questions, please state the maximum insurance and leave benefits available for the position.

43. For this position, what is the district's TOTAL ANNUAL contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity match (maximum district contribution)	<input type="text"/>

44. For this position, what is the PERCENTAGE of the district's monthly contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity (maximum district contribution)	<input type="text"/>

45. Is this position eligible for life insurance?

- Yes
- No

46. Is this position eligible for long-term disability?

- Yes
- No

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Lead PC/Mac Desktop Support/Device Management Work Year and Leave

47. What is the length of the work year in days for this position?

48. How many holidays in a work year is this position eligible for?

49. What range of vacation days in a work year is this position eligible for?

50. How many personal leave days in a work year is this position eligible for?

51. Are personal leave days deducted from sick leave for this position?

Yes

No

52. Is this an hourly position?

Yes

No

Lead PC/Mac Desktop Support/Device Management Hourly Rate

53. What is the hourly rate of pay?

Lead PC/Mac Desktop Support Bargaining Unit

54. Is this position in a collective bargaining unit?

- Yes
- No

Lead PC/Mac Desktop Support Bargaining Unit

55. Which bargaining unit?

Computer Technician or Repair Person

A computer technician or repair person maintains and troubleshoots instructional and administrative desktop computers, computer labs, classroom clusters and media search stations.

*** 56. Does your district have this position?**

- Yes
- No

57. If your district has this position, is it a district staff position or contracted with a third party technology management/support business?

- District staff position
- Contracted with a third party organization

58. What are the job titles used for staff holding these positions?

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Computer Technician or Repair Person Salary

When answering salary questions, please enter the salary or salary range rounded to the nearest \$100 (for example, \$35,400-38,700). For all benefits questions, please state the maximum insurance and leave benefits available for the position.

59. What is the annual salary range for this position?

60. If only one person holds this position, what is the TOTAL ANNUAL VALUE of all salary and benefits for this position?

61. How many individuals hold this position?

62. What are the job titles used for staff holding these positions?

63. How many FTEs does this represent?

64. What is the minimum technical certification or educational level required for this position? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

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65. What educational level or technical certifications do the people in this position have? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

Computer Technician or Repair Person Benefits

For all benefits questions, please state the maximum insurance and leave benefits available for the position.

66. For this position, what is the district's TOTAL ANNUAL contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity match (maximum district contribution)	<input type="text"/>

67. For this position, what is the PERCENTAGE of the district's monthly contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity (maximum district contribution)	<input type="text"/>

68. Is this position eligible for life insurance?

- Yes
- No

69. Is this position eligible for long-term disability?

- Yes
- No

Computer Technician or Repair Person Work Year and Leave

70. What is the length of the work year in days for this position?

71. How many holidays in a work year is this position eligible for?

72. What range of vacation days in a work year is this position eligible for?

73. How many personal leave days in a work year is this position eligible for?

74. Are personal leave days deducted from sick leave for this position?

- Yes
- No

75. Is this an hourly position?

- Yes
- No

Computer Technician or Repair Person Hourly Rate

76. What is the hourly rate of pay?

Computer Technician or Repair Person Bargaining Unit

77. Is this position in a collective bargaining unit?

- Yes
- No

Computer Technician or Repair Person Unit

78. Which bargaining unit?

Technology Paraprofessional or Hourly Technician

The technology paraprofessional or hourly technician troubleshoots and resolves problems with desktop computers and printers, assists in solving network problems and provides one-to-one staff development on e-mail, word processing, database and other programs.

***79. Does your district have this position?**

- Yes
- No

80. If your district has this position, is it a district staff position or contracted with a third party technology management/support business?

- District staff position
- Contracted with a third party organization

81. What are the job titles used for the staff holding these positions?

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Technology Paraprofessional or Hourly Technician Salary

When answering salary questions, please enter the salary or salary range rounded to the nearest \$100 (for example, \$35,400-38,700). For all benefits questions, please state the maximum insurance and leave benefits available for the position.

82. What is the annual salary range for this position?

83. If only one person holds this position, what is the TOTAL ANNUAL VALUE of all salary and benefits for this position?

84. How many individuals hold this position?

85. How many FTEs does this represent?

86. What is the minimum technical certification or educational level required for this position? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

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87. What educational level or technical certifications do the people in this position have? (Degrees, technical certifications and years of experience are listed. Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> High school diploma | <input type="checkbox"/> Microsoft MCSE |
| <input type="checkbox"/> Associate degree | <input type="checkbox"/> Cisco CCNA |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Cisco CCIE |
| <input type="checkbox"/> Master's degree | <input type="checkbox"/> Apple ACHDS or ACTC |
| <input type="checkbox"/> Doctorate | <input type="checkbox"/> Apple ACSA |
| <input type="checkbox"/> A+ | <input type="checkbox"/> Apple Desktop |
| <input type="checkbox"/> Network+ | <input type="checkbox"/> 0-5 years of experience |
| <input type="checkbox"/> Novell CNA | <input type="checkbox"/> 6-10 years of experience |
| <input type="checkbox"/> Novell CNE | <input type="checkbox"/> Over 10 years of experience |
| <input type="checkbox"/> Microsoft MCDST or MCSA | |
| <input type="checkbox"/> Other (please specify) | |

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Technology Paraprofessional or Hourly Technician Benefits

For all benefits questions, please state the maximum insurance and leave benefits available for the position.

88. For this position, what is the district's TOTAL ANNUAL contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity match (maximum district contribution)	<input type="text"/>

89. For this position, what is the PERCENTAGE of the district's monthly contribution for the following benefits?

Medical (individual)	<input type="text"/>
Medical (family)	<input type="text"/>
Dental (individual)	<input type="text"/>
Dental (family)	<input type="text"/>
Tax-sheltered annuity (maximum district contribution)	<input type="text"/>

90. Is this position eligible for life insurance?

- Yes
- No

91. Is this position eligible for long-term disability?

- Yes
- No

Technology Paraprofessional or Hourly Technician - Work Year and Leave

92. What is the length of the work year in days for this position?

93. How many holidays in a work year is this position eligible for?

94. What range of vacation days in a work year is this position eligible for?

95. How many personal leave days in a work year is this position eligible for?

96. Are personal leave days deducted from sick leave for this position?

- Yes
- No

97. Is this an hourly position?

- Yes
- No

Technology Paraprofessional or Hourly Technician Hourly Rate

98. What is the hourly rate of pay?

Technology Paraprofessional or Hourly Technician Bargaining Unit

99. Is this position in a collective bargaining unit?

- Yes
- No

Technology Paraprofessional or Hourly Technician Bargaining Unit

100. Which bargaining unit?

2014-2015 TIES Technology Salary Survey - Technology Support

Thank You

Thank you for taking the 2014-2015 TIES Technology Salary Survey - Technology Support.

You will be notified when results are available. If you have questions, contact Mary Mehsikomer, Technology Integration Development & Outreach Facilitator, at 651-999-6510 or by e-mail at mary.mehsikomer@ties.k12.mn.us