

CAPITA



Pay Benchmarking Report for ECC Members

IT Helpdesk Roles

September 2017

About this Report

This report is provided as part of the Pay and Labour Market Data Service provided to ECC Members.

Capita previously surveyed ECC members to collect pay information for selected roles using guideline job descriptions and then compared the HEI data with salaries in other sectors using salary surveys and other sources of pay benchmark data.

This report provides benchmark pay data on a range of IT Helpdesk roles. We have also included the job descriptions previously developed to survey ECC members for reference.

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IT Helpdesk Roles

Recent Trends and Developments

Hays says that IT/digital skills are among the skills most in demand by employers to help them to achieve their business objectives and there are skills shortages in the IT market, with many organisations finding it difficult to attract professionals with relevant skills.

Hays also reports that unrealistic salary expectations from some professional staff remain a challenge for employers looking to recruit.

This is prompting many organisations to expand their benefits packages to include flexible working practices such as mobile and homeworking, and compressed hours in order to attract staff.

Robert Half reports a similar picture of current trends 'creating a pronounced skills shortage'.

The groups of skilled IT professionals reported as being most challenging to find include IT security, software development, data/database management, applications development, business analysis, networking, project management and digital staff.

Higher Education

The latest Higher Education Workforce Survey¹, published by UCEA in July 2017, found recruiting information technology staff continues to present the greatest difficulties² for HEIs with 62% experiencing recruitment difficulties (up from 52% in 2015 and 35% in 2013). Some 31% of HEIs reported difficulties retaining IT staff.

Comments from HEIs suggest that pay levels and competition outside the higher education sector for specialist and technical IT roles are contributing to the recruitment difficulties, with many HEIs having to re-advertise certain IT posts. While some HEIs indicated difficulties recruiting across a wide range of IT roles, technical IT specialist, developer, information security and analyst jobs are generally the most difficult to recruit to.

The reasons given for retention issues were similar to those cited for recruitment problems, with pay for specialist staff commonly mentioned, and also career progression is a contributory factor.

¹ <http://www.ucea.ac.uk/en/publications/index.cfm/hews2017>

² Recruitment difficulty is defined as having to re-advertise for a vacancy or positions that are left unfilled for six months or longer.

Benchmark Pay Data for IT Helpdesk Roles

itjobswatch.co.uk

The Itjobswatch.co.uk provides a guide to the average salaries offered over the six months to 1st August 2017:

	Lower Decile £pa	Median Salary £pa	Median Salary £pa Excluding London	Upper Decile £pa
Help Desk Team Leader	27,500	33,750	33,500	56,250
Service Desk Team Leader	25,750	32,500	31,000	47,500
Service Desk Supervisor	28,500	32,000	33,373	37,030
Help Desk Manager	30,925	37,500	35,000	50,275
Service Desk Manager	31,250	42,000	37,500	60,000

Hays

The Hays UK Salary and Recruiting Trends 2017 survey includes the following data for IT Helpdesk roles:

Web Developer

Region	Helpdesk/Service Desk Analyst		Service Desk Manager	
	Salary Range £pa	Typical Salary £pa	Salary Range £pa	Typical Salary £pa
London	21,000 - 30,000	25,000	38,000 - 51,000	45,000
South East England	22,000 - 25,000	23,500	30,000 - 55,000	45,000
East of England	17,000 - 23,000	19,000	25,000 - 50,000	38,500
South West England	18,000 - 22,000	21,000	30,000 - 45,000	35,000
Wales	18,000 - 25,000	23,000	30,000 - 45,000	35,000
Midlands	18,000 - 24,000	22,000	40,000 - 50,000	43,000
Yorkshire and the Humber	18,000 - 26,000	23,000	35,000 - 50,000	40,000
North East	17,000 - 22,000	19,000	25,000 - 40,000	33,000
North West	18,000 - 22,000	20,000	30,000 - 40,000	38,000
Northern Ireland	18,000 - 30,000	24,000	32,000 - 45,000	42,000
Scotland	14,000 - 20,000	18,000	35,000 - 50,000	35,000

Hudson

The Hudson IT 2017 salary survey shows the following salary ranges for Help Desk roles at various levels, across all sectors of the industry and broken down by geographical location:

Helpdesk Analyst

Region	Junior £pa	Intermediate £pa	Senior £pa
London	18,270 - 20,300	21,315 - 25,375	26,390 - 30,450
Thames Valley	15,225 - 22,330	22,330 - 26,390	26,390 - 30,450
Northern Home Counties and South Midlands	15,225 - 25,375	22,330 - 28,420	26,390 - 32,480
The North West	15,225 - 17,225	17,255 - 20,300	20,300 - 24,360
Scotland - Edinburgh	17,000 - 21,000	20,000 - 24,000	24,000 - 28,000

Helpdesk Manager

Region	Junior £pa	Intermediate £pa	Senior £pa
London	35,525 - 40,600	41,615 - 45,675	46,690 - 50,750
Thames Valley	Na	30,450 - 35,525	40,600 - 48,720
Northern Home Counties and South Midlands	Na	30,450 - 35,525	40,600 - 52,780
The North West	26,390 - 32,480	32,480 - 40,600	40,600 - 56,840
Scotland - Edinburgh	26,000 - 35,000	32,000 - 42,000	40,000 - 45,000

ECC Survey Job Description for IT Helpdesk Roles

The following job descriptions were previously used to survey ECC members and to identify benchmark pay data.

Job Title	IT Help Desk Team Leader
Level	Reports to Help Desk/User Support Manager
Experience	<ul style="list-style-type: none"> • Extensive knowledge/practical experience of MS Windows & Office, e-mail and the Internet, as well as desktop and server technologies. • Experience of working in a senior helpdesk support role, and some experience of managing and supporting staff in a support desk service team.
Qualifications	HND or equivalent academic/vocational qualifications or equivalent in work experience.
Role	<ul style="list-style-type: none"> • Supervises and coordinates the operation of a help desk facility to end-users on software and hardware related problems. • Supervising the work of a team of junior helpdesk staff/maintenance engineers. <p>Role may include some/all of the following:</p> <ul style="list-style-type: none"> • Dealing with more complex helpdesk queries and providing a point of escalation for technical issues. • Developing procedures and systems for logging and reporting all information which is essential to monitoring performance. • Helping to produce reports on help/service desk performance. • Responsible for training junior helpdesk staff. • Planning regular maintenance schedules. • Maintaining an asset register of all ICT equipment and software.

Job Title	IT Help Desk/User Support Manager
Level	Reports to Head of IT or Senior IT Manager
Experience	<ul style="list-style-type: none"> • Substantial experience of network micro systems. • Significant experience of working in a senior helpdesk support role, and managing and supporting a help desk service team. • Supervising or managing staff.
Qualifications	HND or equivalent academic/vocational qualification or equivalent in work experience.
Role	<p>Responsible for the management of the help desk /user support services.</p> <p>In addition to helpdesk staff, user support staff (PC Programmer Technicians, Support Analysts, Network Technicians and Trainers) may report to this manager.</p> <p>Post is also likely to include:</p> <ul style="list-style-type: none"> • Representing the help/service desk in working groups and meetings within the IT department as well as other parts of the HEI. • Producing reports on help/service desk performance. • Developing annual service plans. • Responsibility for helpdesk staff and budget management.