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ITSU112S2 - IT/Helpdesk Support Specialist II

Provides technical assistance and training to system users. Responds to users' requests for assistance by phone and in person, generally handling routine technical issues while seeking guidance on more complex issues. May staff a help desk or information center. Installs and modifies personal computer and associated network hardware, software, and peripherals. Diagnoses hardware, software, and operator problems and takes remedial actions or recommends procedural changes. Loads and configures operating systems and applications such as word processing, database, and spreadsheet programs. S2 LEVEL GUIDELINES: Skilled-Support level. Performs more complex aspects of function; receives guidance/supervision on new assignments but normally works independently on mastered tasks. Typically has completed high school, and has 2 - 4 years of experience, or equivalent relevant work experience; e.g., each year of work experience may be substituted for each year of education required.

Degree of Match	
Less	- %
Equal	100 %
More	- %

Pay Ranges	
Employers Reporting	16
Minimum	41
Midpoint	56.5
Maximum	71.9

New Hire Rates	
Employers Reporting	-
Employees Reported	-

FLSA Status	
FLSA Non-Exempt	70%
FLSA Exempt	29%
FLSA Exempt, Eligible for OT	1%
Not Reported	1%

Total Survey Summary	Employers	Incumbents	10th	25th	50th	75th	90th	Avg
Base Pay - Total	22	181	42	46.4	54.8	64.0	73.5	55.8
Short-Term Incentive	4	17	2.0	4.3	80.7	201.0	201.0	91.2
Total Cash - Total	22	181	41.8	46.6	55.0	65.0	79.3	64.5
Total Cash - STI Received	4	17	56.4	66.3	152.5	261.0	280.2	157.0
Long-Term Incentive								
Total Direct Compensation	22	181	41.8	46.6	55.0	65.0	79.3	64.5
Total Direct Comp - LTI Rec								

STI, % of Base Pay	**Target** 21.7
	Actual 134.8
LTI, % Eligible	
LTI, % of Incumbents Receiving	100.0

			Annual Salary						Short Term Incentive							Total Cash			
	Employers Reporting	Employees Reported	10th	25th	50th	75th	90th	Avg	% Rec	25th	50th	75th	Avg	Avg % of Base	Target % of Base	25th	50th	75th	Avg
Total Survey																			
Total Survey	22	181	42.0	46.4	54.8	64.0	73.5	55.8	9.4	4.3	80.7	201.0	91.2	134.8	21.7	46.6	55.0	65.0	64.5
Gross Revenue																			
Less Than $25 Million	2	6	55.0	56.3	57.4	67.6	71.1	61.3	-							56.3	57.4	67.6	61.3
$25-100 Million	5	7	55.0	55.8	58.0	76.5	81.2	65.9	28.6							57.3	58.2	77.5	66.7
$101-250 Million	2	6	42.0	44.3	50.7	59.4	64.0	52.2	-							44.3	50.7	59.4	52.2
$251-500 Million	3	14	43.0	43.6	54.3	62.9	69.4	55.0	-							43.6	54.3	63.3	55.5
$500 Million to $1 Billion	5	12	49.0	53.0	55.3	61.9	65.9	56.7	16.7							53.0	55.4	61.9	57.0
Greater Than $1 Billion	5	136	41.0	45.4	53.6	64.0	74.2	55.2	9.6							45.4	54.1	65.0	66.7
Full-Time Employees																			
Fewer than 100	4	8	56.0	56.5	57.3	61.4	71.0	60.3	-							56.5	57.3	61.4	60.3
100 - 249	5	10	43.0	46.7	54.3	57.2	62.4	53.4	30.0		2.7		2.7	5.0	4.0	48.0	54.4	58.1	54.2
250 - 499	5	16	52.0	57.6	62.7	69.1	77.3	64.0	-							57.6	62.9	70.0	64.4
500 - 999	4	54	46.0	54.2	64.5	74.6	80.0	63.7	24.1							55.0	66.1	80.0	92.5
1000 - 2499	3	69	40.0	44.0	52.0	55.0	62.0	51.0	1.4							44.0	52.0	55.0	51.0
2500 or more	1	24																	

SAMPLE