2017 TECHNICAL SUPPORT Practices & Salary Report

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TICKET MANAGEMENT

TECHNOLOGY

OPERATIONS

METRICS

STAFF AND STRUCTURE

SALARY

DEMOGRAPHICS

ABOUT THE REPORT

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Technology

Technical support organizations rely on technology to provide successful end-user support. This section reveals the current practices and plans around technology used to provide technical support.

▼ Click/Tap Each Entry for Charts

- Devices supported
- Number of devices supported
- Technologies used to provide support
- Must-have technologies for providing successful support
- Key factors motivating new technology implementations/upgrades
- Alignment between technologies and specific methodologies/frameworks
- Positions involved in selecting new technologies for the support center
- Incident/ticket management solutions used to provide support
- Individuals/teams responsible for providing remote support
- Percentage of tickets resolved remotely
- Remote support technologies used by support
- Self-service (i.e., Tier 0, unassisted self-help) tools made available to end users/customers
- Application packaging software used by desktop support
- Imaging systems used by desktop support
- Systems management tools used by desktop support
- Hosting practices for support technologies
- Licensing models for support technology

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Devices supported:

Desktops/laptops
(PC, Mac, etc.)

90%

Peripherals
(printers, scanners, etc.)

83%

Mobile devices
(smartphones, tablets, etc.)

81%

Telecom
(desk phones, PBX, headsets, VoIP, etc.)

72%

Audio/visual (presentation equipment, projectors, TVs, sound system, video walls, etc.)

70%

Network devices
(routers, switches, WAPs, hubs, etc.)

70%

Other
(SIM client, POS, kiosk, etc.)

58%

Internet of Things devices
(wearables, exercise equipment, smarthome devices, etc.)

49%

Percentage of organizations

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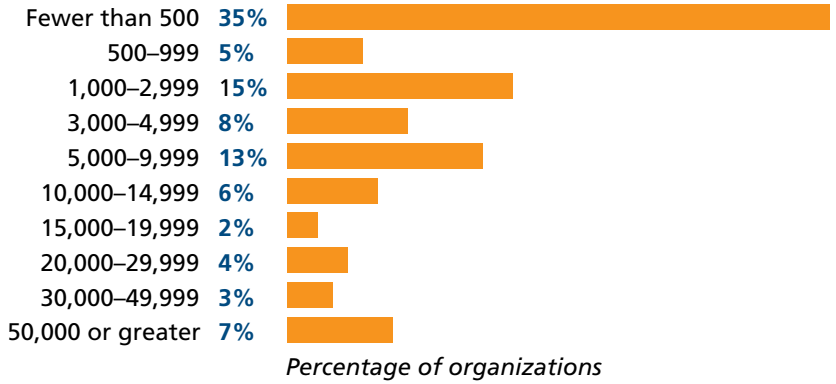
Number of devices supported:



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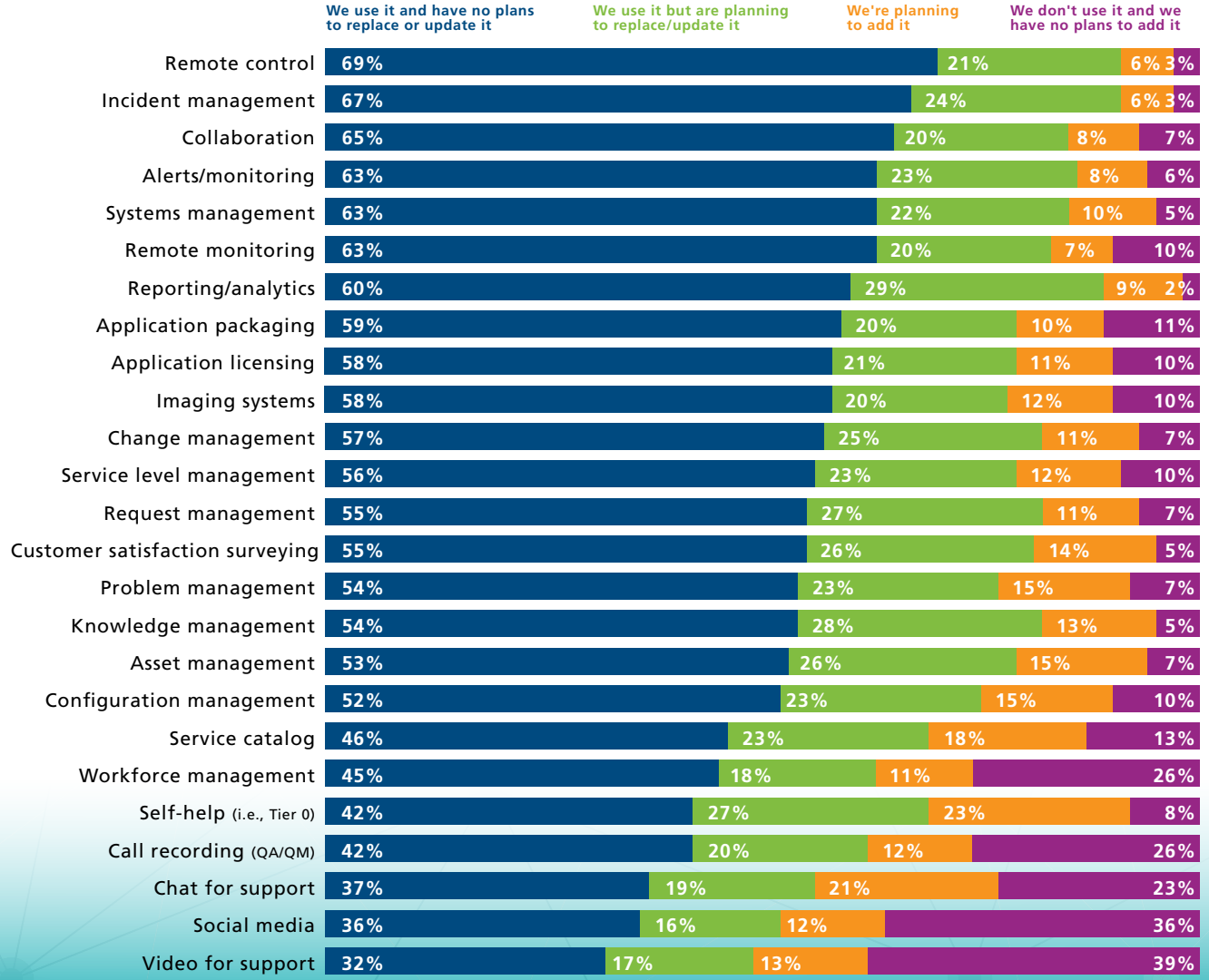
Technologies used to provide support:



Percentage of organizations

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Must-have technologies for providing successful support:

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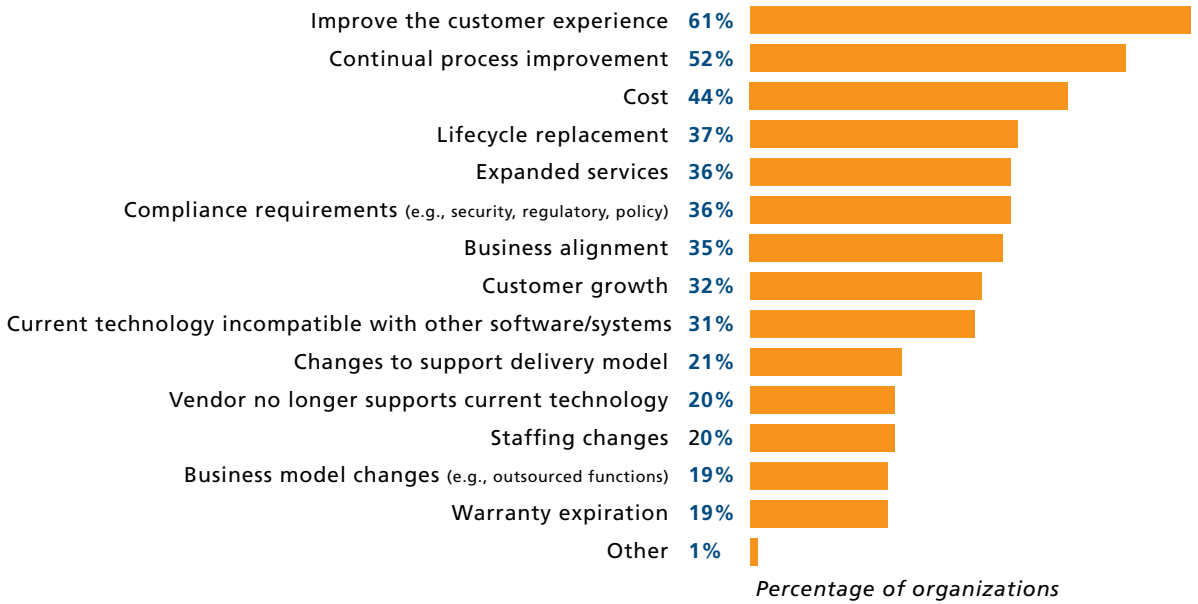
Key factors motivating new technology implementations/upgrades:



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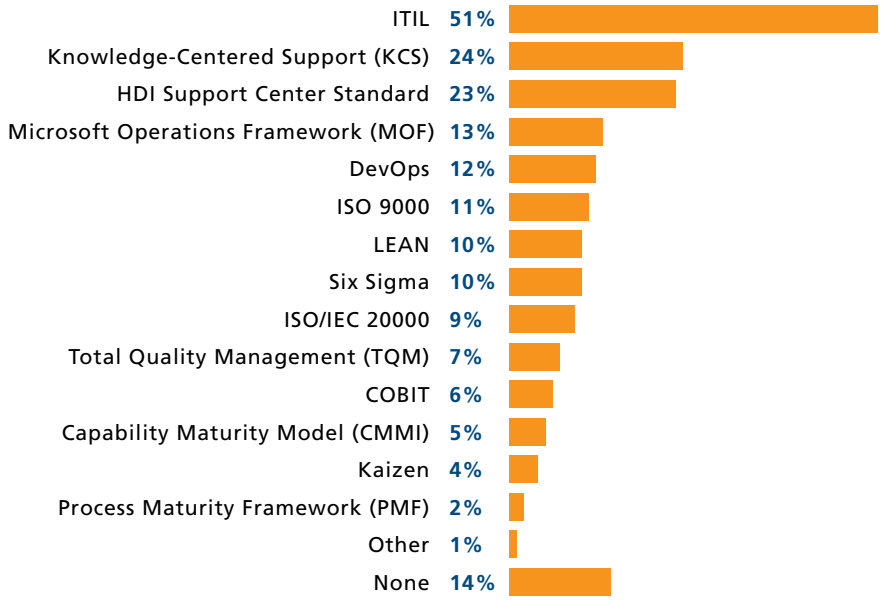
Alignment between technologies and specific methodologies/frameworks:



Percentage of organizations

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Positions involved in selecting new technologies for the support center:

	Involved in ADVISING/ INFLUENCING	Involved in SELECTION PROCESS	Involved in PURCHASING DECISION	Involved in PURCHASE APPROVAL	Other involvement	No involvment
Support staff level	63%	40%	17%	8%	1%	20%
Support manager/ director level	73%	84%	94%	46%	18%	4%
Executive level	40%	43%	69%	82%	17%	5%

Percentage of organizations

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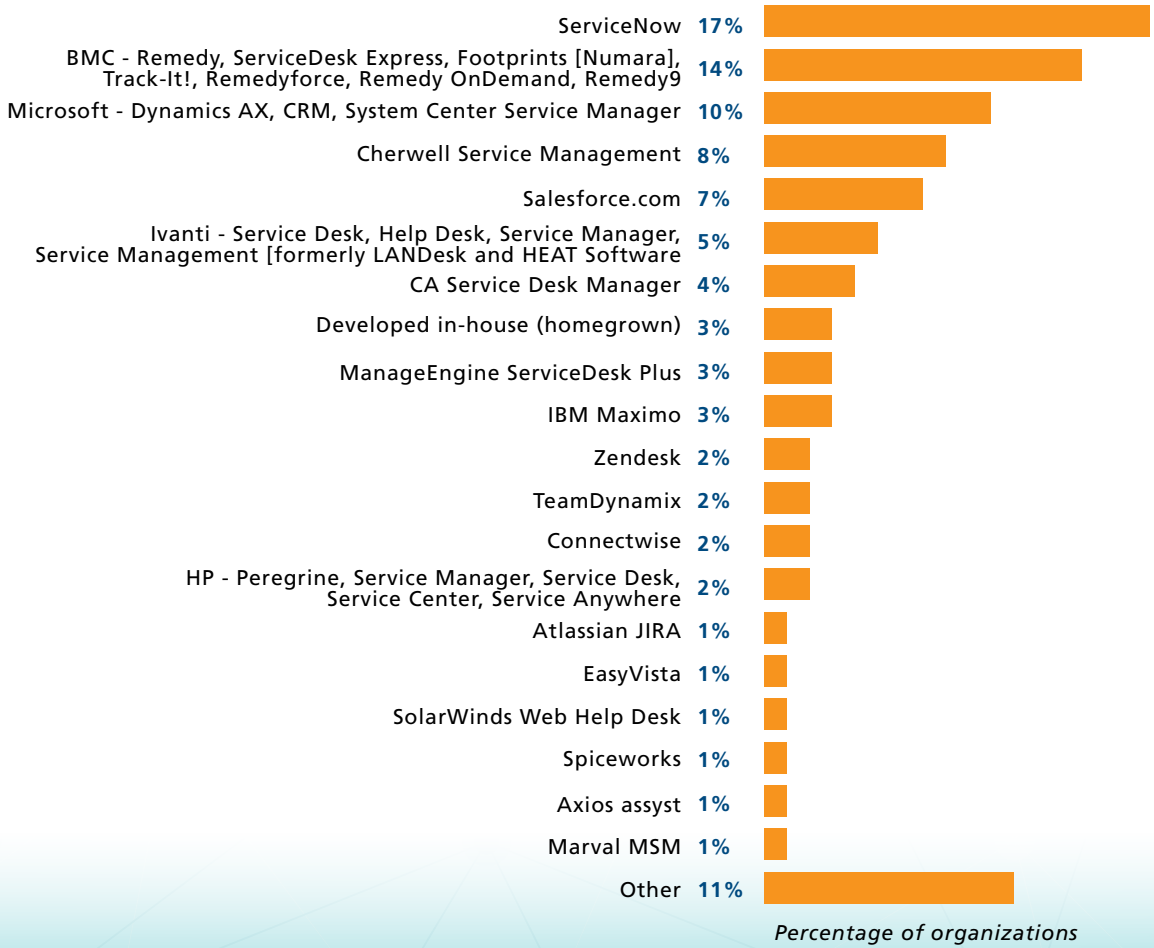
Incident/ticket management solutions used to provide support:



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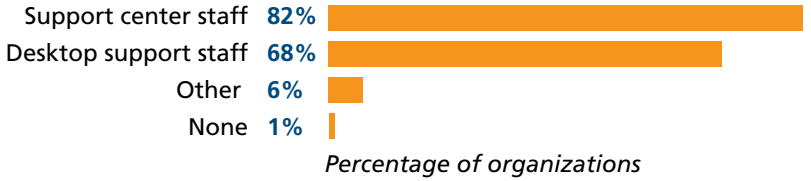
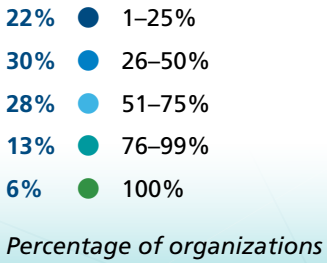
Individuals/teams responsible for providing remote support:



Percentage of organizations

40% of organizations formally measure the percentage of tickets resolved using remote support.

Percentage of tickets resolved remotely:



Percentage of organizations

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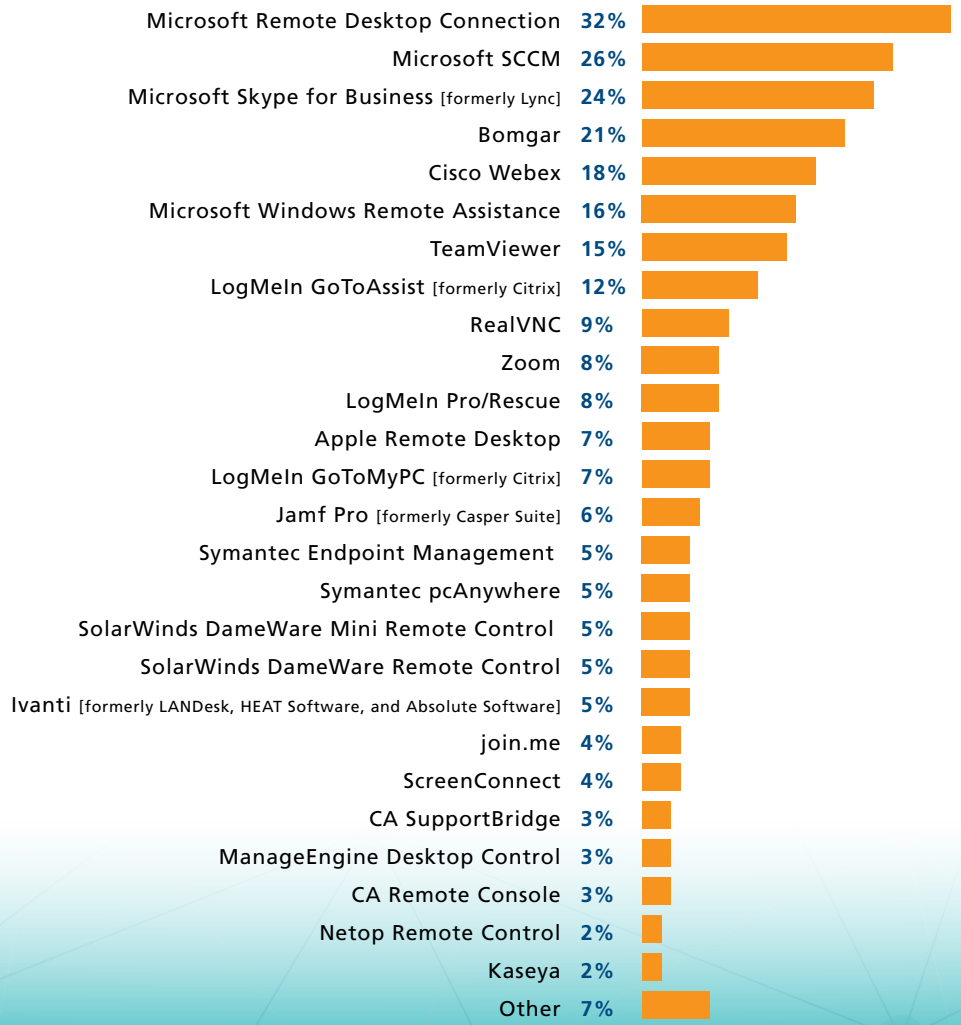
Remote support technologies used by support:



Percentage of organizations

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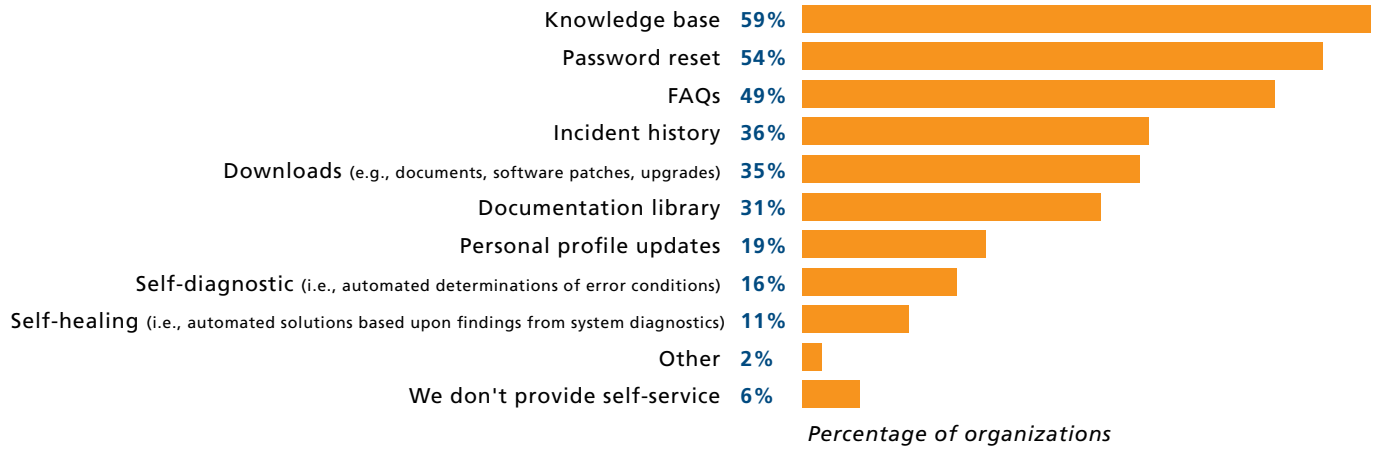
Self-service (i.e., Tier 0, unassisted self-help) tools made available to end users/customers:



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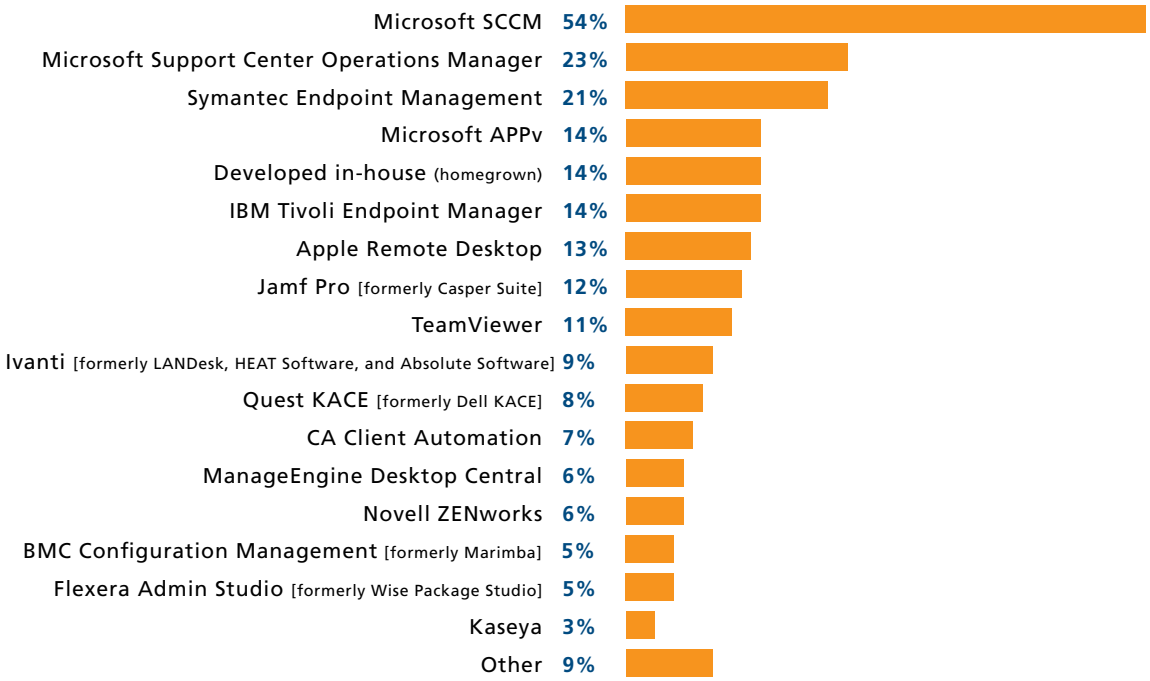
Application packaging software used by desktop support:



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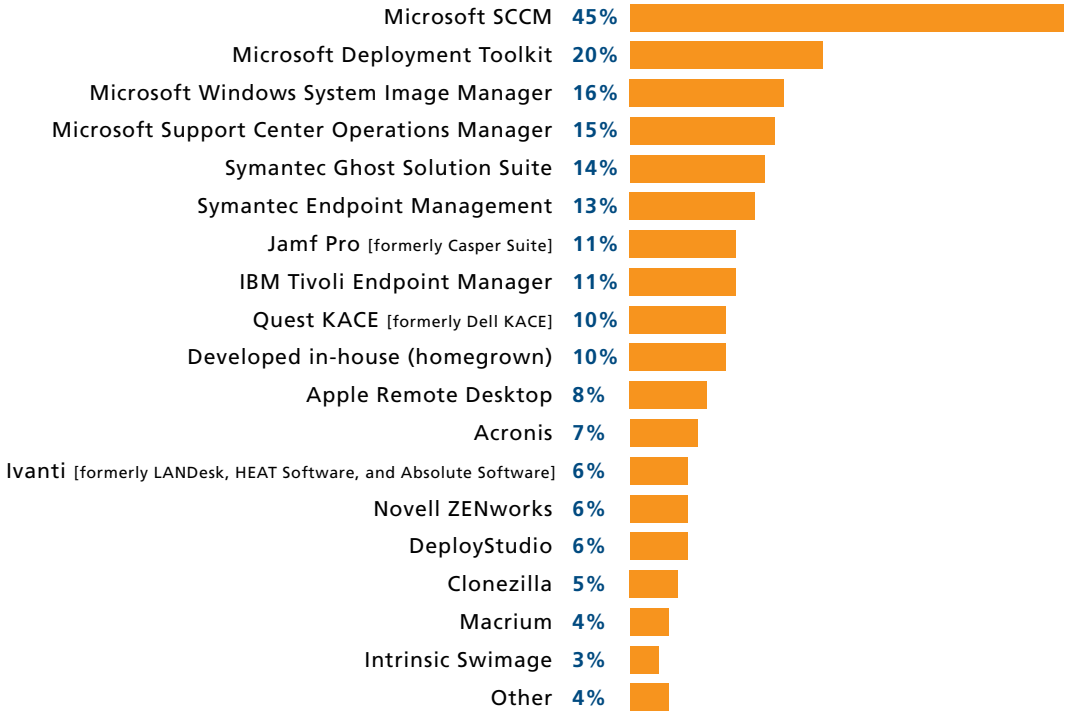
Imaging systems used by desktop support:



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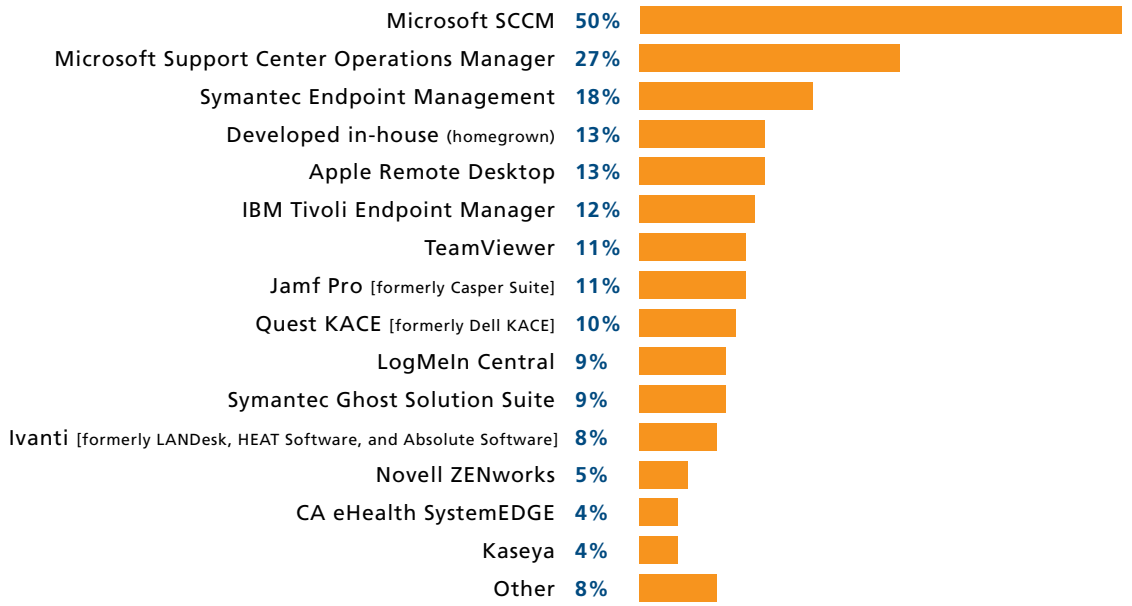
Systems management tools used by desktop support:



Percentage of organizations

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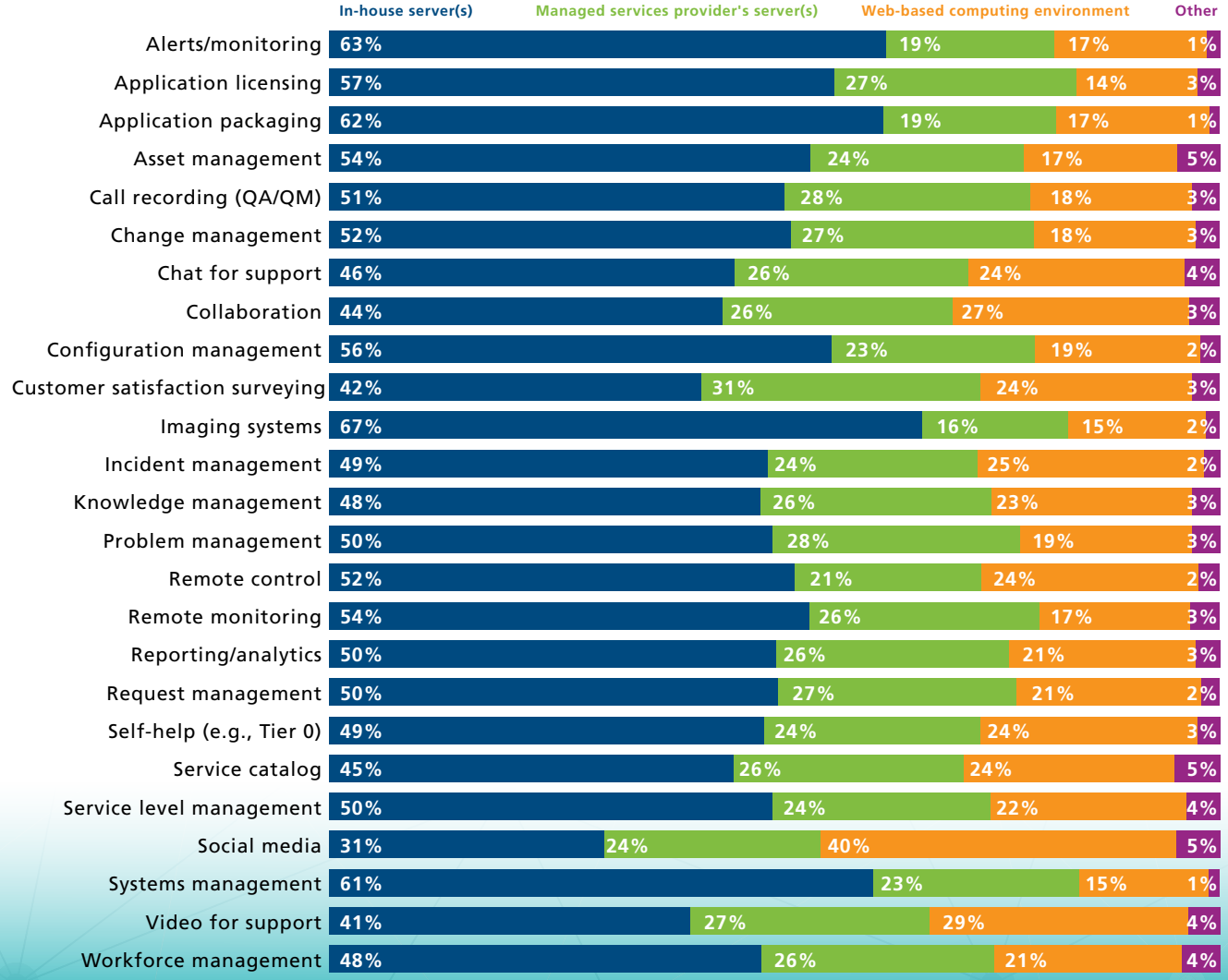
Hosting practices for support technologies:



Percentage of organizations

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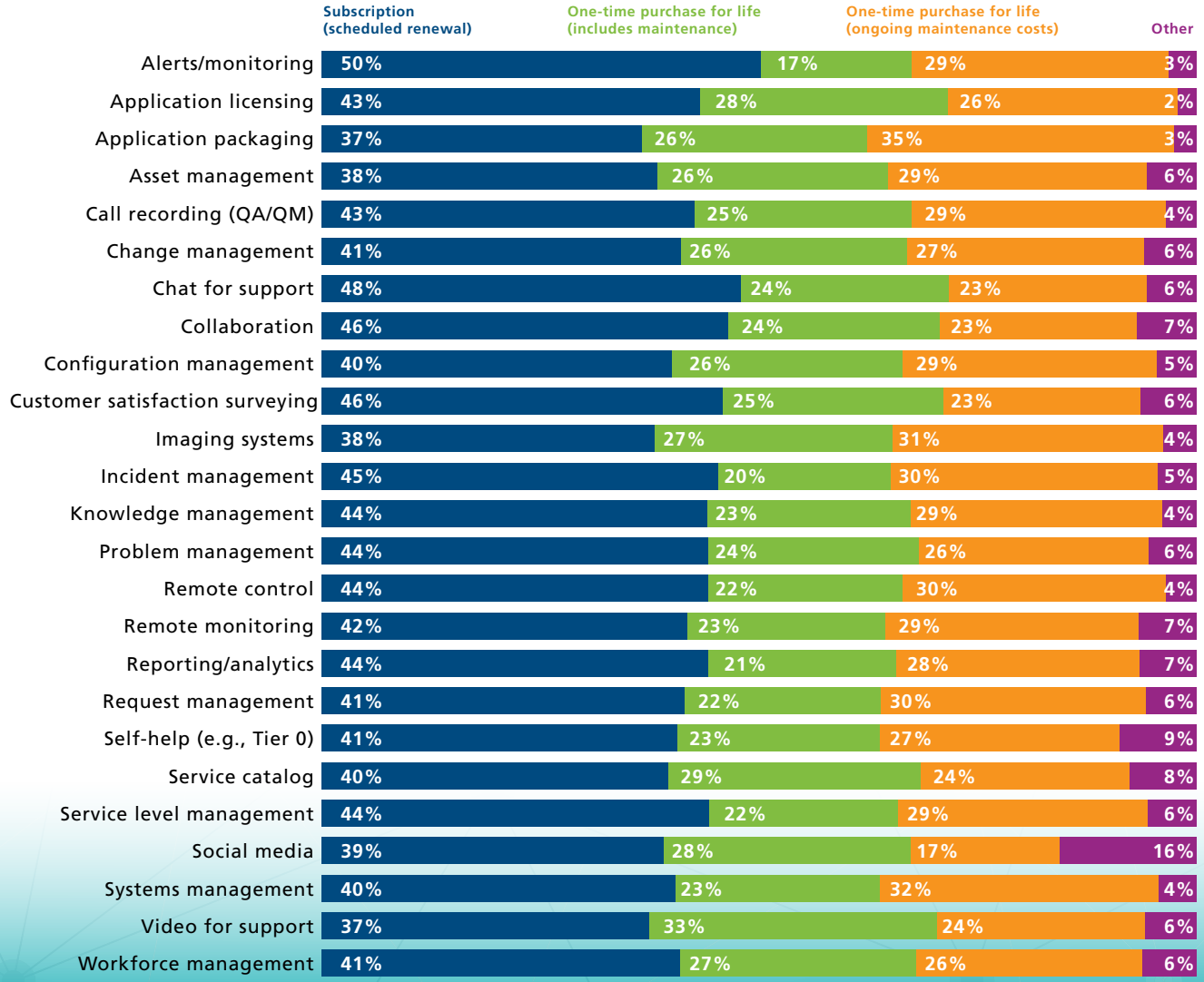
Licensing models for support technology:



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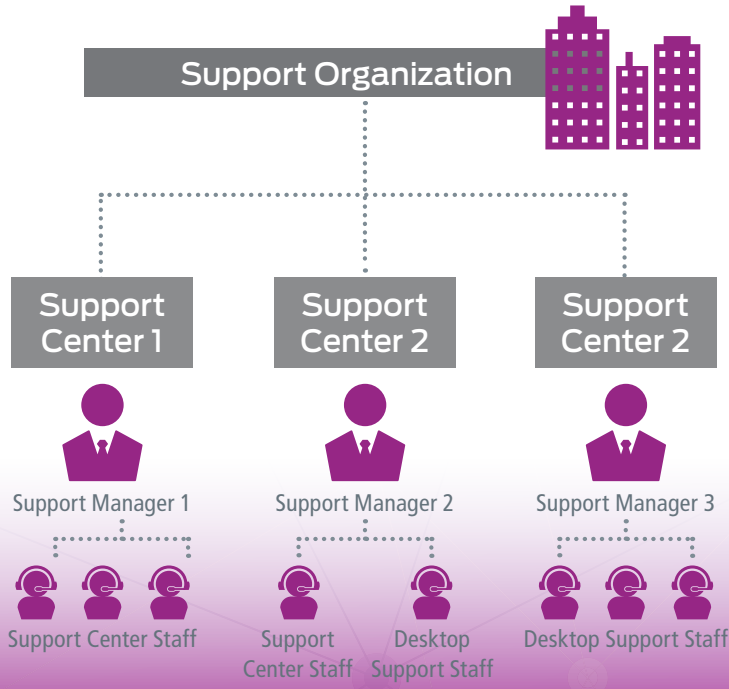
About the Report

The Technical Support Practices & Salary Report is a tool used by technical support leaders to better understand the workings and state of the industry as a whole, and to provide them with the knowledge needed to make research-based decisions that will ultimately improve the support provided by their organizations and help them advance in their careers. This report illustrates current practices, processes, plans, and challenges in a variety of areas, such as metrics, ticket management, technologies, operations, staffing, and salaries.

All survey responses were collected via a web-based survey, open from August to September 2017. The 2016 report compiles the responses from 596 technical support professionals in more than thirty vertical industries. A full profile is available in the Demographics section.

Defining the Support Organization

In this report, some of the information presented refers to individual support centers or desktop support teams, but most refer to the support organization as a whole. The illustration below should help to clarify some of the terminology used for the purposes of this report.



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Job Titles

LEVEL 1 SUPPORT/SUPPORT CENTER ANALYST: The frontline technical support professionals who receive and handle tickets. These professionals are responsible for providing customers with information, restoring service, providing specific services, and escalating tickets to a higher level of support. These individuals are typically technical generalists.

LEVEL 2 SUPPORT: The technical support professionals who handle tickets that are escalated from level 1. These professionals require greater technical skills and/or access rights than level 1 support personnel. They're typically technical specialists and may also be responsible for participating in root cause analysis of problems. (This doesn't include desktop support technicians, who are reported on separately.)

DESKTOP SUPPORT TECHNICIAN: The technical support professionals who respond to tickets escalated by the support center that are related to customer equipment; additional skills, knowledge, tools, or authority are required. They may resolve incidents remotely, at the user's location, or via equipment returns. Responsibilities may include hardware and software deployments, moves, adds, and changes.

LEVEL 3 SUPPORT: The technical support professionals who build, maintain, and/or enhance technical products and services. These professionals are typically engineer-level staff. They're involved when the ticket cannot be resolved by either level 1 or level 2, and when there's high business impact or urgency. Level 3 support is commonly provided by either an internal engineering/development team or an external vendor.

SUPPORT CENTER TEAM LEAD: The technical support professionals who oversee the day-to-day activities of a team of support staff. These professionals serve as the communication link between the team and the manager, as a coach or mentor to support staff, and are often the first point of internal escalation within the support center. Other possible titles include coordinator, supervisor, or senior analyst.

DESKTOP SUPPORT TEAM LEAD: An advanced DST who, in addition to DST responsibilities, provides training, mentoring, and/or coaching for a team of DSTs, but does not have direct staff management responsibilities. May have oversight responsibility for processes, project management tasks, and/or providing support to management.

SUPPORT CENTER MANAGER: The management professionals who manage a team of support center analysts and/or team leads while executing the operational and tactical plans of the support center and satisfying customer and business needs. Their responsibilities may include recruiting and hiring, monitoring and managing performance, monitoring and reporting metrics, and ensuring that process are followed and service levels are met. Other possible titles include help desk manager or service desk manager. This position typically reports to the support center director.

DESKTOP SUPPORT MANAGER: Manages a team of DSTs and/or supervisors while executing the operational and tactical plans of desktop support, and satisfying customer and business needs. Responsibilities may include performance management, monitoring/reporting metrics, audits, purchase approvals, and other similar job functions.

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SUPPORT CENTER DIRECTOR: The management professionals who are responsible for leading the support organization as a whole, rather than a specific support center. Their responsibilities may include overall service delivery, strategic direction, business alignment, financial accountability, and performance reporting. In addition to the support center(s), this person may also oversee other departments involved in technical support, such as desktop support. Other possible titles for this position include senior director, senior manager, or vice president. Support center managers report directly to this individual.

DESKTOP SUPPORT DIRECTOR: The management professionals who manage a team of desktop support technicians and/or team leads while executing the operational and tactical plans of desktop support and satisfying customer and business needs. Responsibilities may include recruiting and hiring, monitoring and managing performance, monitoring and reporting metrics, auditing, and approving purchases.

Salary Regions (US)

Where applicable, average US salaries are broken out by region. The fifty US states fall into three regions, as follows:

EAST: Connecticut, the District of Columbia, Florida, Georgia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, South Carolina, Vermont, Virginia, and West Virginia

CENTRAL: Alabama, Arizona, Arkansas, Colorado, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Ohio, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wisconsin, and Wyoming

WEST: Alaska, California, Hawaii, Oregon, and Washington

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About HDI

In 1989, HDI became the first membership association and certification body created for the technical support industry. Since then, HDI has remained the source for professional development by offering the resources needed to promote organization-wide success through exceptional customer service. In other words, we help professionals in service management better connect with customers, and that's just good business. We do this by facilitating collaboration and networking, hosting acclaimed conferences and events, producing renowned publications and research, and certifying and training thousands of professionals each year.

Technical support professionals love HDI because it provides them with a profound sense of community. At 190,000 people strong, HDI is a community built by industry peers and leaders that gives you the resources, knowledge, and drive to be great at what you do.

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SURVEY DEVELOPMENT

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