

# The 2001 Salary Survey

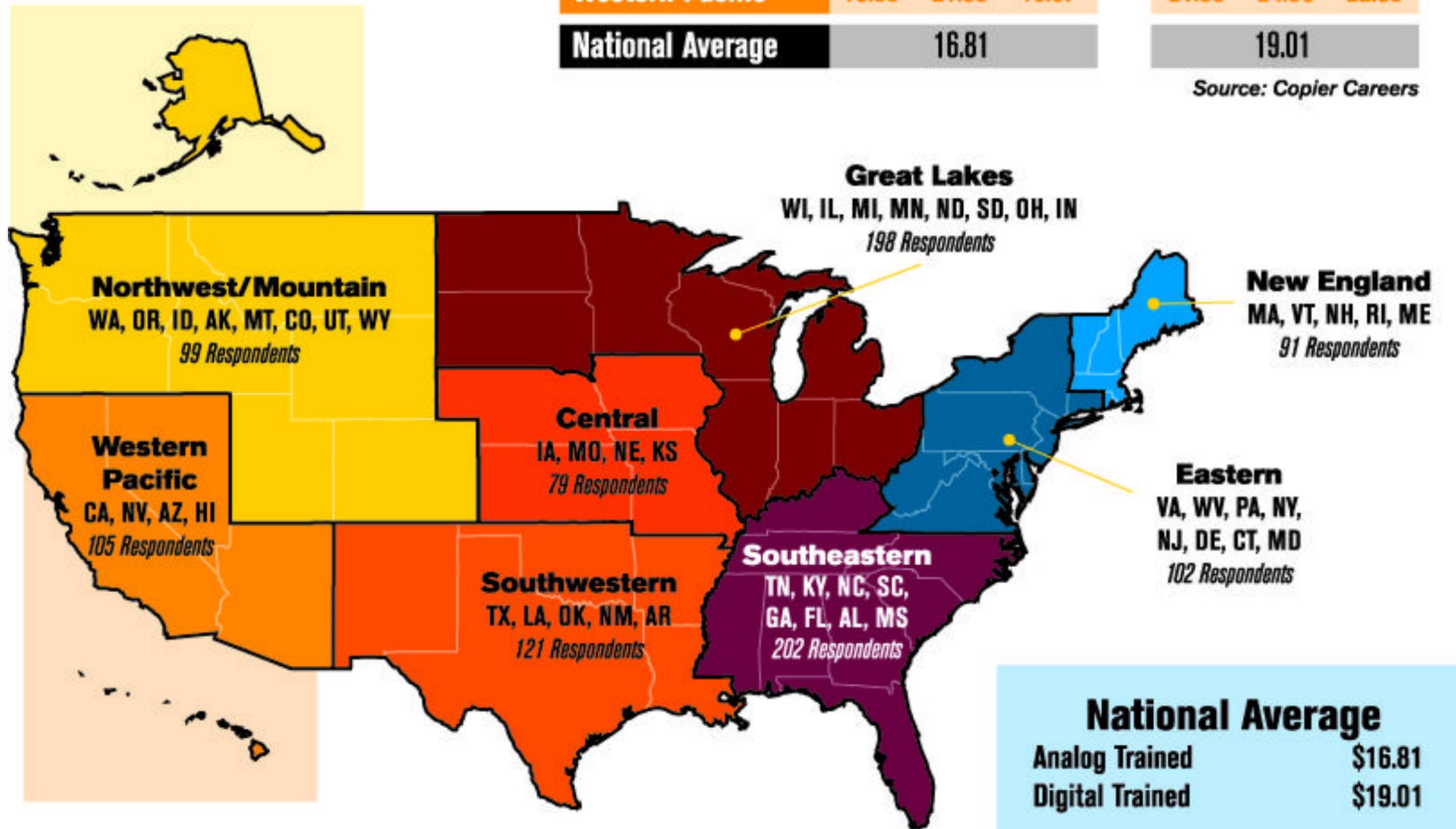
Copier Careers recently conducted its second annual survey of service technicians to determine where they work and what they make.

The company received 987 responses from across the United States.

Because there are many variable factors such as automobile allowances, bonuses and profit sharing, the company asked its dealership participants to “strip” salary down to base hourly income with no bonuses. The information collected includes a salary range of the hourly salary paid to the field technicians based on their training as well as an overall average salary for each region. Large metropolitan areas and “high cost of living areas” drive up regional numbers. For example, the San Francisco Bay area increases all Pacific West Coast amounts. It is the same with NYC, Chicago, Boston, etc. Therefore, amounts for rural CA will be increased by the fact that it is located in the same region, as if an extremely high income area. In this instance, even the “low salary” may trend higher than actual salaries in that area. While training had an impact on salaries, years of experience did not.

Copier Careers, a division of Schwartz & Co, LLC, are search consultants to the document imaging industry. This is the first time such a full-scale professional survey has been undertaken – and undertaken at a time when the marketplace is in such a state of flux. The survey will be repeated on an annual basis to

“We are seeing a large migration of connectivity-trained technicians out of the industry. In general, the industry should give serious consideration to the retention of it’s own skilled and trained field force.”  
 – Paul Schwartz, general manager



Region	Analog Trained			Digital Trained		
	Low	High	Average	Low	High	Average
Central	13.01	17.20	15.11	14.25	18.75	16.50
Great Lakes	13.5	18.06	15.75	14.03	19.02	16.53
Eastern	15.25	19.20	17.23	17.65	21.03	19.34
New England	15.19	21.00	18.10	19.75	23.01	21.38
Southeastern	13.75	18.25	16.00	14.25	19.25	16.75
Southwestern	14.75	16.50	15.43	17.25	19.01	18.13
Northwest/Mountain	16.50	17.85	17.18	19.80	22.10	20.95
Western Pacific	18.33	21.00	19.67	21.00	24.05	22.53
<b>National Average</b>	16.81			19.01		

Source: Copier Careers

National Average	
Analog Trained	\$16.81
Digital Trained	\$19.01