

Service Technician Salary Survey

Copier Careers

Despite Tanking Economy, Qualified Copier Techs Are Finding and Keeping Jobs—And They're Happier Than Ever To Have Them

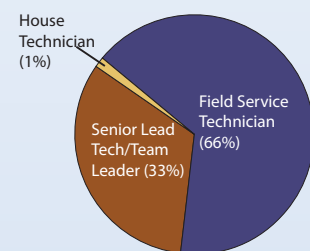
In 2009, The Going Gets Tough

Economically, this year has been one of the worst in recent memory. Housing prices continued to tumble. Banks continued to fumble, stumble, and—in some cases—crumble under the weight of bad debt and reckless management. The national unemployment rate has risen to over 8 percent, and that's not counting the millions who are underemployed or who, discouraged, have just plain quit looking for work.

Yet, though the floodwaters of market hysteria and media fearmongering continue to rise, the copier industry has managed to stay high and dry. Sure, there are a few leaky roofs and soggy basements. But, for the most part, independent dealerships have managed to keep their heads above water.

"There's a real feeling of panic in the general economy," says Paul Schwartz, president of Copier Careers. "But I just don't sense that in the copier industry. It's very stable. When the economy is good, the copier industry doesn't always do as well as other industries. On the other hand, when the economy takes a nosedive, the copier industry doesn't do as badly. The highs aren't as high, but the lows aren't as low either. So, sure, people are anxious and they're concerned, and rightfully so. But there isn't that sense of fear that you find in other sectors."

What is your level of responsibility?

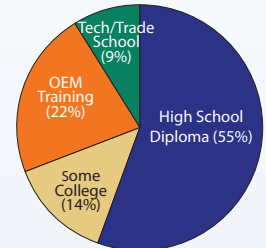


The Tough Keep Going

The results of the 2009 Copier Careers Technician Salary Survey corroborate Schwartz's observations. Despite the massive changes taking place in our economy, this year's numbers have barely budged. We said it last year. We said it the year before that. And we'll keep on saying it: it's a good time to be a technician in the copier industry.

The survey reflects the responses of 3,872 service technicians working in the copier industry. Eighty-seven percent of the people surveyed were male, with an average age of 36.9 years. Over three-fourths of those surveyed are working for companies with fewer than 100 employees.

What is your highest level of education?



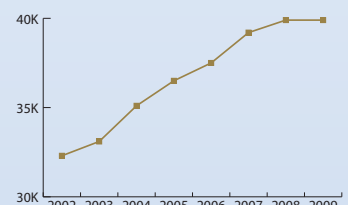
Since 2002, the first year we administered the survey, the profile of the average technician has changed only slightly. Then, techs had been working in the copier industry for six-and-a-half years on average. Now, the average is seven-and-a-half years. Then, the average work week was 46 hours. Now, it's 51. Then, 16 percent of respondents said they had OEM training. Now, it's 22 percent. That increase, though small, reflects the industry's growing demand for factory-certified technicians. The fact that supply can't begin to keep up with demand also explains the enduring availability of copier tech jobs.

Qualified Techs A Valuable Asset

"Copier technicians who have OEM training are a finite resource," says Schwartz. "They're not cranking them off conveyor belts. So these people are incredibly valuable to companies."

Dave Grandelis, director of recruiting for Copier Careers, agrees. "There's a definite niche for factory-trained technicians. They're very employable. For all technicians, getting the right training—both initially and as they progress in the industry—is extremely important. They've got to get the necessary certifications and

What is your annual base salary?



make sure that they're keeping up with the technology. If they can do that, they're going to have a great career."

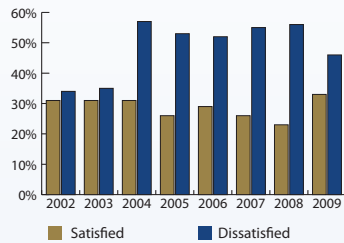
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This year, respondents reported an average base salary of \$39,891.

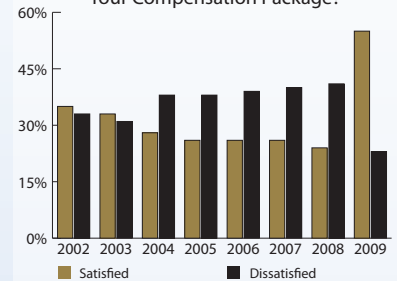
That represents the smallest annual salary increase—only \$26 dollars—in the history of the Technician Salary Survey. Nevertheless, with workers in other industries dropping like flies, even the most minuscule pay increase in the copier industry doesn't sound so bad.

How Happy Are You, Overall, With All Aspects of Your Job?



how much of it is really justified? It seems like the poor economy is just an excuse for dealers to squeeze more out of the people who form the backbone of their organizations. Business owners always want more. Salespeople always want more. So why is it considered greedy when service, admin, or warehouse staff want more?"

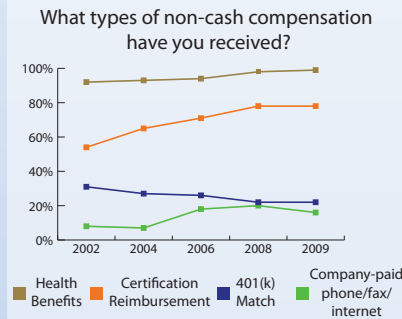
Are You Satisfied With Your Compensation Package?



Good As It Gets?

Satisfaction, in fact, is up—way up. The percentage of techs who say they're satisfied with their compensation has skyrocketed, from 24 percent in 2008 to 55 percent this year. And the percentage

of techs who are satisfied with all aspects of their jobs? That number is 33 percent, up from 23 percent in 2008. In spite of modest decreases in the number of companies who are providing techs with "perks" like



cell phones, car allowances, and 401(k) matches, techs say they're more satisfied than they've been in years. As one Copier Careers reader writes, "I don't mind the cuts, just as long as we all make it through this."

Of course, just because techs are more satisfied than they were a year ago doesn't mean they're planning to stay put. A 33 percent satisfaction rating is still decidedly underwhelming, and it falls short of the number of respondents—40 percent—who say they expect to change jobs in the future.

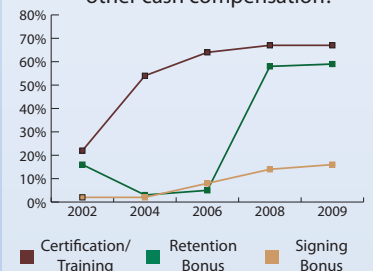
"I hear a lot of stories about dealers freezing wages and cutting benefits," says one copier vet. "But I wonder

Happy, For Now

Given the dour economy, satisfaction may be the emotion du jour, but eight years of polling copier technicians tells us that their complacency isn't likely to last. They've got a unique skill set that continues to be very marketable. If their current employers can't or won't do what it takes to keep them happy, sooner or later they'll go where they're appreciated.

"Even now, certified techs are in high demand," says Schwartz. "There may be 8 to 10 percent unemployment in the real economy, but I don't think there's 8 to 10 percent unemployment in the copier industry. There's always a certain percentage of people who weren't doing their jobs effectively, and they don't have jobs anymore. And there are also some weak companies that are having problems. But strong companies are still selling and servicing copiers. And they are still hiring."

Why did you receive bonuses or other cash compensation?



Copier Careers is the only retained recruiting firm dedicated solely to meeting the staffing needs of independent copier dealerships. Visit us online at www.copiercareers.com

