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## **Enterprise Communication & Collaboration IT Salary Report**



It was a good year to be a technologist working in communications and collaboration. Salaries continued to rise, technologists felt secure in their career paths – and they're honing in on getting training in the technologies they've identified as career-changers for their industries, including automation and artificial intelligence.

# Table of Contents

○ Executive Summary	03
○ Everyone's Making More Money in 2023	04
○ What's Driving People to Switch Jobs?	05
○ The Job Future Is Bright and It Includes Automation and AI	05
○ Research Synopsis	06

## Executive Summary

A combination of sustaining the hybrid work environment many enterprises now consider normal has helped keep communications and collaboration technologists employed and maintaining a multiyear streak of increased compensation, with median expected salaries moving from \$90,000 in 2022 to \$105,000 for 2023.

The salary rise reflects organizations' struggles to find, attract, and retain talent. The tech labor market was marked by shortages and as big tech companies tried to roll out unpopular return-to-office policies, recruiters scrambled to pluck disgruntled workers who didn't want to resume commuting. Consequently, the enterprise has had to deal with a workforce that's very much in demand – and they've had to pay up to keep their current employees happy. How long this state of affairs will continue will depend on what new demands will be placed on communications and collaboration technologists – and how the technologists rise to those organizational demands.

One area our correspondents identified as an emerging concern: the impact of artificial intelligence on their jobs. Toward the end of 2022, ChatGPT hit the enterprise and its embrace by communications and collaboration technologies has been wholehearted: a third of correspondents are already using AI-enhanced tools to measure or improve employee performance.

### Here are some more key takeaways from this year's survey:

Respondents report a median average 2023 salary of \$105,000, up from the median salary reported in our 2022 survey of \$90,000, which is a 16.7% increase.

When it comes to their total compensation package, including benefits and workplace perks, the majority are satisfied (63% very satisfied or satisfied). And they are satisfied with all aspects of their job (66% very satisfied or satisfied).

More than three quarters (77%) report that they received a salary increase in the past 12 months. Of that, 30% said their increase was between 5% to 9%, and 12% said it was an increase of 10% or more.

Of the 46% of survey respondents who are actively or sort of looking for a job at a different employer, the top reason is higher compensation (46%), followed by work-life balance (44%).

The communications/collaboration professionals we surveyed have been in the communications/collaboration profession for an average of 16.3 years; at their present company for an average of 9.5 years; and employed in their current position for an average of 8.1 years.

This is an increase in the percentage of survey respondents interested in job-hunting: last year, only 29% of communication and collaboration professionals were job-hunting.

Another change from last year to this year: while the top driver for job-hunters is higher compensation, followed by work-life balance (as mentioned above), the top three reasons among last year's respondents for finding a new job were: to meet family or personal needs (28%); to improve work-life balance (25%); and to improve job stability (20%). In last year's survey, only 18% had been planning to change jobs for higher compensation.

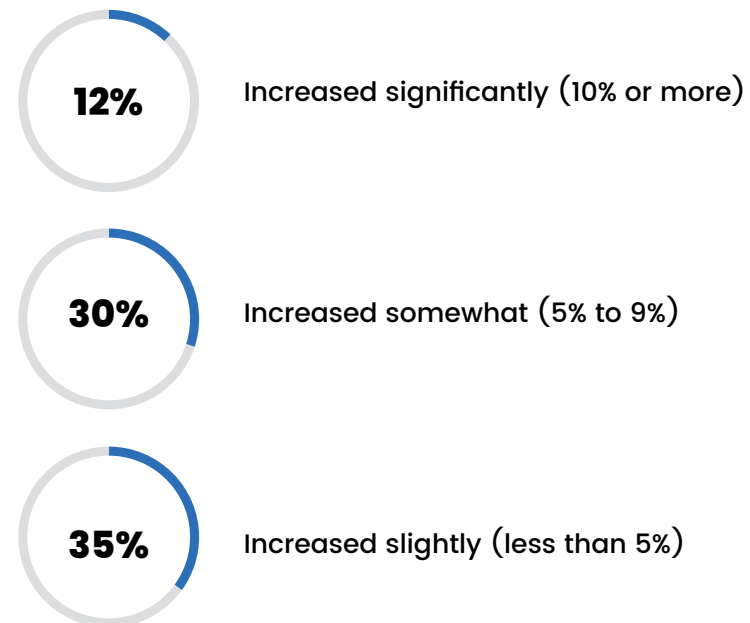
## Everyone's Making More Money in 2023

Our survey respondents reported they expected to earn a median salary of \$105,000; they also self-reported a median salary of \$100,000 for 2022, a 5% increase. Last year's salary survey respondents had reported that they expected to make a median salary of \$90,000; respondents' actual salaries exceeded last year's projections by 11%.

2022 expected median salary	<b>\$90,000</b>
2022 respondents' reported median salary	<b>\$100,000</b>
% increase over previous year's self-reported salary	<b>11%</b>
2023 expected median salary	<b>\$105,000</b>
% increase over previous year's self-reported salary	<b>5%</b>

More than three-quarters (77%) of our respondents report that they received a salary increase in the past 12 months. Of that, 30% said their increase was between 5% to 9%, and 12% said it was an increase of 10% or more.

### How respondents' salaries have changed in the last 12 months



Another way to boost total compensation was to change jobs; 79% of our respondents reported an increased salary after switching employers; 56% of respondents reported a pay increase of 5% or more when they switched jobs. Only 3% of job switchers saw their paychecks decrease.



## What's Driving People to Switch Jobs?

While one of the most effective ways to boost salary is to change jobs, what's notable is how rarely our respondents actually switch jobs. Respondents reported being at their present company for an average of 9.5 years; and employed in their current position for an average of 8.1 years.

Shifting to a new position requires strong incentives, especially since many survey respondents are fine where they are – in the survey, 66% reported being very satisfied or satisfied with all aspects of their job, even beyond compensation. When asked what mattered most to them about their job, the leading answer was work-life balance.

### What matters most to you about your job?

Overall work-life balance	 <b>38%</b>
Base pay	 <b>35%</b>
Benefits	 <b>35%</b>
Job/company stability	 <b>33%</b>
Flexible work schedule (either working hours or location)	 <b>33%</b>

However, of the 46% of survey respondents who are actively or passively looking for a job at a different employer, the top reason is higher compensation (46%), then work-life balance (44%). This is a significant shift from previous surveys; in the 2022 research, the top three reasons were: to meet family or personal needs (28%); to improve work-life balance (25%); and to improve job stability (20%). Last year, only 18% of job hunters were planning to change jobs for higher compensation.

On the other side of the hiring desk, 70% of respondents reported that they've been having trouble staffing positions, either due to a lack of qualified candidates or difficulty retaining current talent.



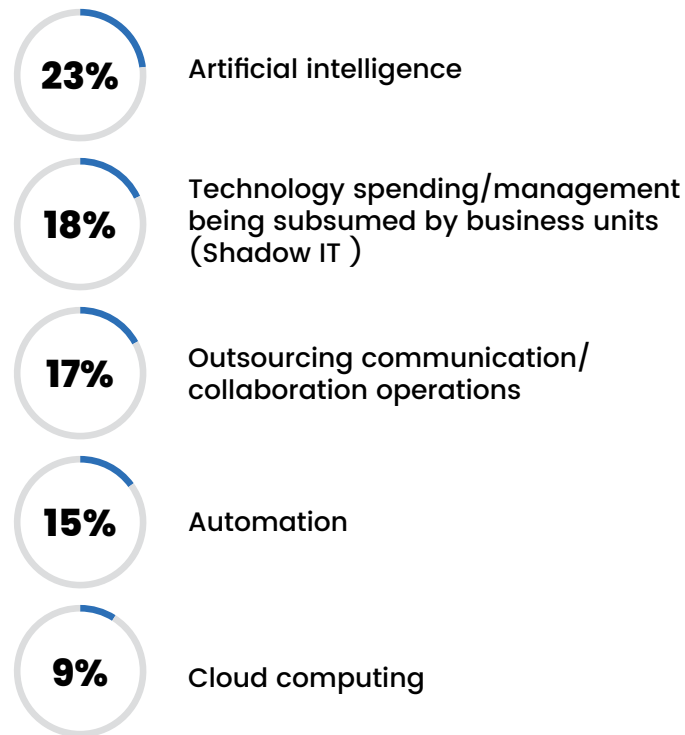
## The Job Future Is Bright and It Includes Automation and AI

Communication and collaboration technologists are feeling good about their careers as a whole: Nearly nine out of 10 (89%) feel very or somewhat secure about their present job security, and 95% believe a career path in communications/collaboration is more secure or as secure as other careers. Additionally, 79% believe a career path in communications/collaboration and the potential for salary advancement is as promising today as it was five years ago.

They're not too concerned about losing work to outsourcing, either: the practice has had a comparatively small impact on communication/collaboration professionals, with 33% of survey respondents reporting that due to outsourcing there are fewer jobs available, 28% saying new hires are hired at reduced salaries, and 26% saying there are fewer opportunities for advancement.

Although the people working in communications and collaboration technology feel optimistic about their long-term career paths, some are keeping a wary eye on technologies they think could threaten their jobs. The top concern was artificial intelligence (23% of respondents), followed by business units absorbing technology spending and responsibility. While outsourcing was the number-three worry, only 17% assessed it as a threat.

## Top five technological developments viewed as threats by respondents



Perhaps because AI is perceived as the biggest threat, 36% of correspondents identified it as an area where they want more training. It's also worth noting that 33% of survey respondents are already using AI-enhanced tools to measure or improve employee productivity and performance.

And while 15% of correspondents worry about automation threatening their jobs, a majority (56%) are already using automated workflows to do business-critical parts of their daily jobs. If you can't beat the tech, use it to make your job easier.

## Research Synopsis

**Survey Name:** No Jitter 2023 US IT Salary Survey

**Survey Date:** April 2023 to May 2023

**Primary Region:** United States

In April and May 2023, No Jitter surveyed 352 full-time communication/collaboration professionals employed in the U.S. The margin of error for the total respondent base (N=352) is +/- 5.2 percentage points.

No Jitter surveyed full-time communication/collaboration professionals working in the US. with questions related to salaries, benefits, and other career issues. Ninety-two percent are steadily employed full time for a specific company, and the remaining 8% work as full-time contract workers or consultants. The survey was conducted online, and respondents were recruited via email invitations containing an embedded link to the survey. The emails were sent to a select group of No Jitter's audience. Over half (59%) work in management roles, and 41% hold staff positions.

More than one quarter (26%) are from enterprises with more than 10,000 employees; 35% work at companies with 1,001 to 10,000 employees; 22% with 101 to 1,000 employees; and 16% work at small companies with 100 or fewer employees. Respondents represent more than 17 industries including consulting, healthcare/biomedical, communications systems, education, and financial services to name a few.

Informa Tech, the parent company of No Jitter, was responsible for all survey design, administration, data collection, and data analysis. These procedures were carried out in strict accordance with standard market research practices and existing U.S. privacy laws.

A note about fielding and reporting dates: The survey was fielded from May 2023 to July 2023. The questions primarily asked respondents to reflect on the year 2022, including their salaries for that year. Data references within this report are reflective of 2022, and are referenced in the text as such. This report is dated 2023, and the charts herein are labeled to reflect when the data were released.