

Insights into IT Professionals (Australia)

Manpower Market Insights Paper



April 2009
Australia

What do you do?



Manpower®

Building and maintaining a sustainable and world-class ICT workforce and ICT skills base is necessary to meet the current and future needs of the economy and ensure that Australia continues to achieve strong productivity, economic and social benefits from the ICT sector

Introduction

IT Professionals* are in the top 10 occupations experiencing talent shortages in Australia, meaning that both government and businesses need to develop attraction and retention strategies to ensure they can secure qualified professionals.

Of the 407,000* IT Professionals in Australia, they predominantly:

- Reside on the eastern seaboard and in capital cities
- Are male
- Are aged between 25-39
- Are tertiary qualified
- Are born in Australia
- Earn a median income of \$74K p.a.
- Work full-time
- Work in the private sector
- Work in small-to-medium enterprises
- Work in Finance, Property or Business industry

IT Professionals are generally satisfied with their current job however they are more likely than other occupations to consider moving jobs in the near future.

There are a number of areas of focus for potential or current employers to attract or retain IT Professionals including job recognition, responsibility, opportunities, stability and training.

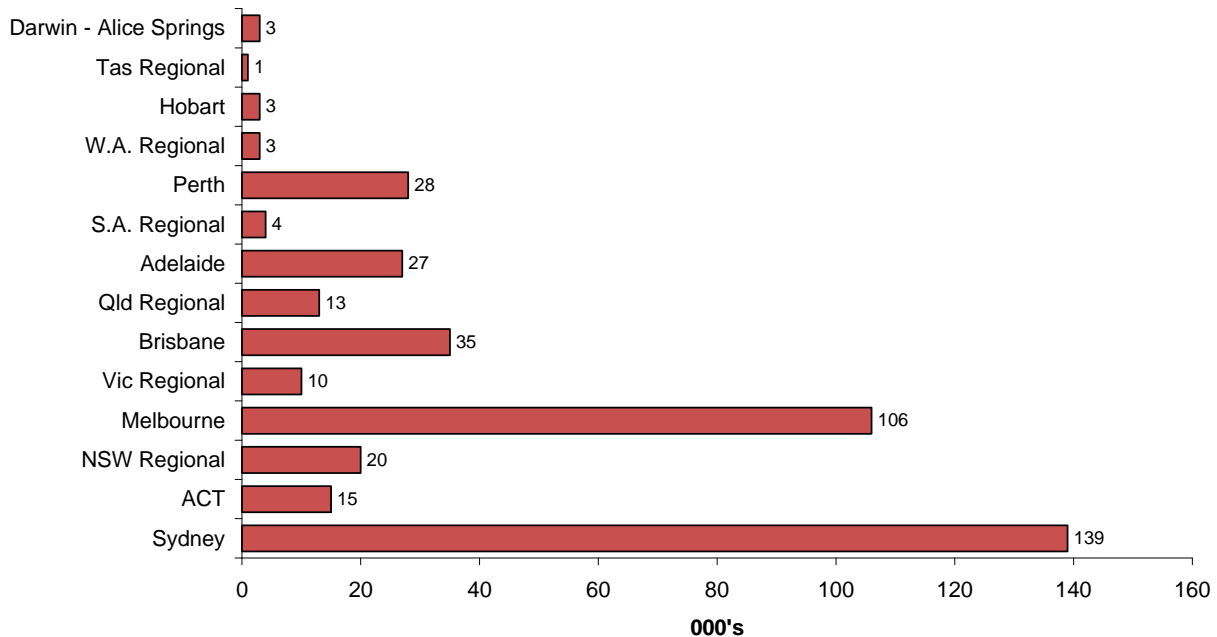
**This document reports on the broader IT professional occupation group which includes all ICT occupations under the ANZSCO codes (Computing Professionals, IT Managers and Computing Support Technicians) and extra occupations such as Network Managers, Data Communications and Systems Analysts.*

IT Professional Demographic Profile*

In Australia there are 407,000 IT Professionals, which include occupations such as Network Managers, Data Communications and Systems Analysts. Of these, 239,000 are being tertiary qualified.

Geographic Distribution

85% of IT professionals reside in the Eastern Seaboard. The geographic skew is to the five capital cities along with the ACT and Regional NSW.



Gender & Age

- 80% of IT Professionals are male.
- Over half of IT Professionals are aged 25-39. The median age of an IT Professional is 38 years old.
- There are 83,000 women classified as IT Professionals in 2008, this is an increase of 6,000 (or 7.7%) compared to 2007.

Education

IT Professionals in Australia are predominantly tertiary qualified (72%). 58% have a degree and 14% have a diploma. 8% have some university training.

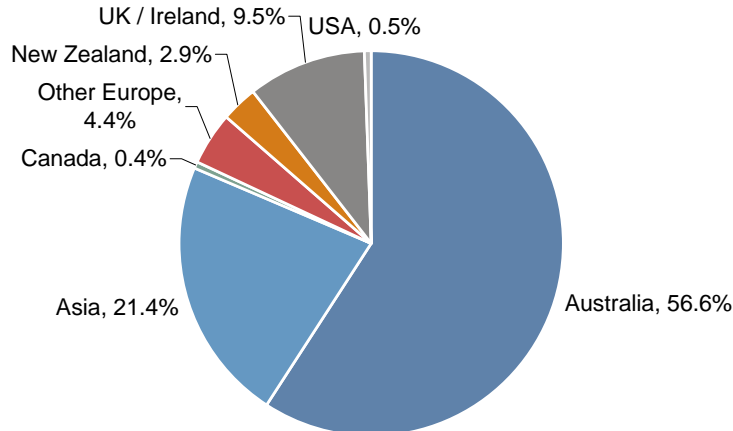
Mobility & Access

- On average IT Professionals travel 18kms to work, one kilometre more than the average population.
- IT Professionals rely upon their car for transport, 92% of them are drivers. Only 5% have company cars (Company, Family Business or Government Department).
- They rarely travel by public transport. In the last 3 months, 32% of IT Professionals have travelled on buses, 48% have travelled by train, 18% have travelled by tram, and 5% have travelled by ferry.

*Information in this section was obtained from Roy Morgan Single Source Data, September 2008

Country of Birth

IT Professionals come from a range of backgrounds. Over half were born in Australia. 9.5% were born in the UK/Ireland, 21.4% in Asia- of these, 35,000 were born in India and 13,000 were born in Mainland China and Hong Kong.



Income

The median income of IT Professionals is \$74,040 p.a. in 2008.

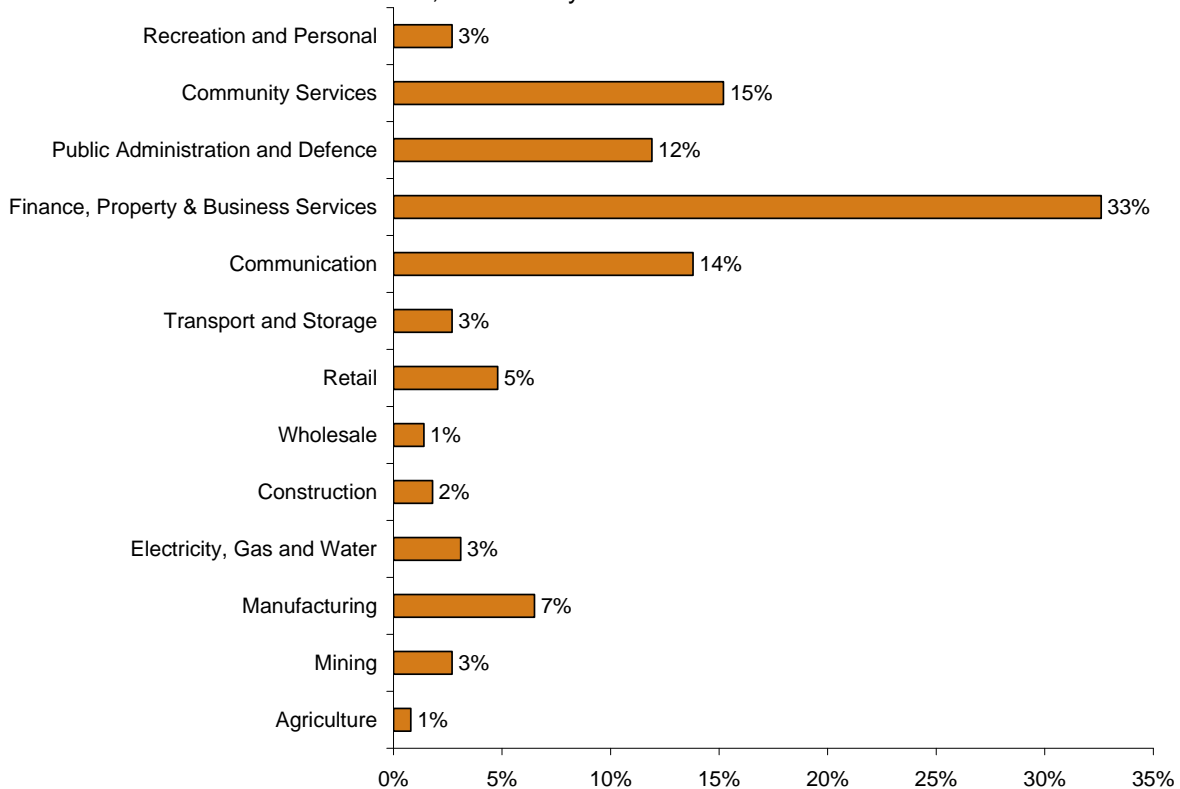
Work Status & Company Size

- 89% of IT Professionals work full-time. Only 10% are part-time workers.
- IT Professionals tend to work in small to medium enterprises, 1-299 employees (62.5%). 37% work for large companies (300+ employees).

Industry & Sector

IT Professionals predominantly work in the private sector (71%). 25% work in the public sector and only 4% are self-employed.

One third of IT Professionals work in the Finance/Property/Business industry. Other sectors that IT Professionals tend to work in include Communication, Community Services and Public Administration/Defence.



IT Professional Attitudes*

About IT Professionals

IT Professionals:

- consider themselves as intellectuals (57%) and leaders (52%)
- are success-driven (66%) and time poor (71%)
- believe job responsibility is important in their role (76%)
- need security in their job (73%)
- feel that computers and technology gives them more control over their lives (69%)
- wouldn't have difficulty coping with a demanding career/job (78%).

Employment Sites Visited

IT Professionals have visited employment sites in the four weeks:

- 25% have visited www.seek.com.au
- 10% have visited www.mycareer.com.au
- 7% have visited www.careerone.com.au
- 1% have visited LinkMe
- 0.2% have visited Yahoo!7 Jobs

Purchasing Activities of IT Business Decision Makers

In the last twelve months:

- 6% have made decisions on hiring people/recruitment
- 26% have purchased computing software and PCs
- 7% have purchased telecommunication equipments



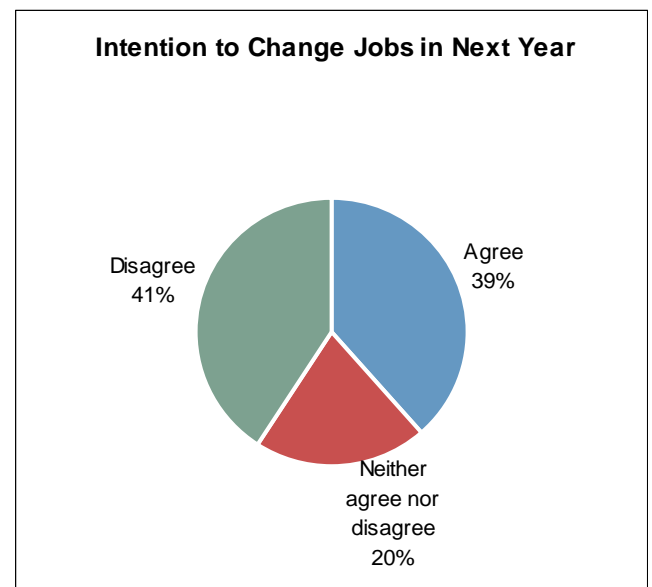
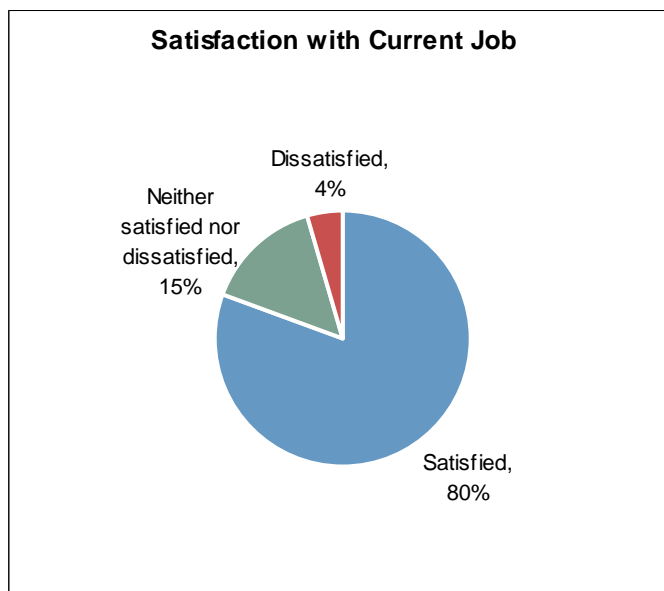
*Information in this section was obtained from Roy Morgan Single Source Data, September 2008

79% of IT Professionals are happy with their present job, this is slightly higher than the rest of the working population (76%).

IT Professional Job Satisfaction*

Overall Job Satisfaction and Intention to Change Jobs

79% of IT Professionals are happy with their present job, this is slightly higher than the rest of the working population (76%). Almost one third (30%) are planning on changing jobs in the next year, which is significantly higher than the national population (16.7%).



Satisfaction Drivers

Job Recognition

62% of IT Professionals in Australia are satisfied with the job recognition they receive in their present role. Compared to the rest of the population, IT Professionals are slightly more satisfied with the amount of job recognition that they receive.

Job Opportunities

Nearly half (43%) of IT Professionals are happy with the opportunities available to them in their current role.

Current Rate of Pay

IT Professionals are generally satisfied with their current pay, with 56% stating they are happy and 33% believing the pay they receive is fair. Only 10% believe their current pay is poor.

Job Security

IT Professionals are more satisfied with the security (63%) they have in their current role compared to other employees (57%).

*Information in this section was obtained from Roy Morgan Single Source Data, September 2008

Training

Over half the IT Professionals are satisfied with the training they presently receive (58%). More than one quarter are unhappy with their training, which is significantly more than other workers (19%).

Management's Use of Employee's Ideas

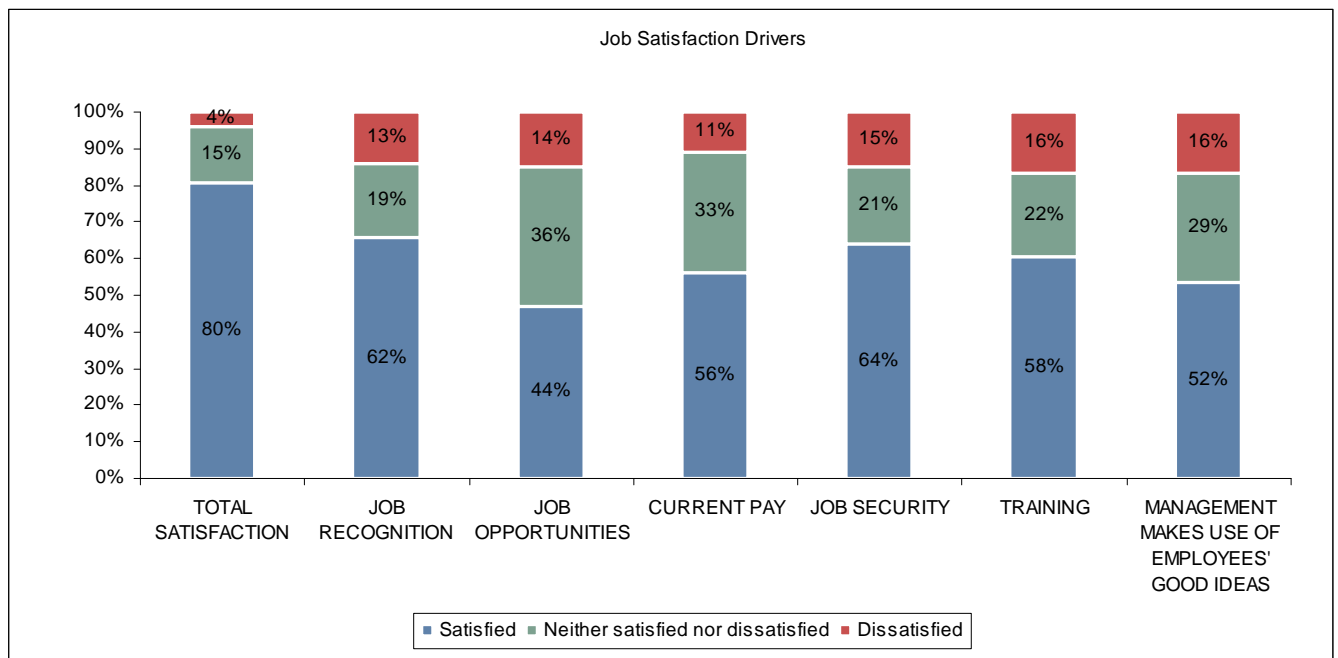
Generally IT Professionals are slightly more satisfied with management's use of their good ideas when compared to the population. More than half are happy with this satisfaction driver.

Outcomes

IT professionals in Australia are generally satisfied with their jobs. However, 39% are considering changing jobs in the next year.

Employers seeking new IT candidates or wanting to retain their present IT Professionals should focus on job recognition, career path development, job stability and suitable and adequate training.

Remuneration alone is not a significant issue for IT Professionals as they are generally happy with their current rate of pay.



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Research Sources

Demographic profiles and job satisfaction information is sourced from Roy Morgan Single Source Australia Data September 2008.

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