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SALARY
BENCHMARKS

Tech Support & IT Staff Salary Survey

Real-time data on IT support, system administration, and technical staffing costs globally.



IT & Technical Support Salary Survey 2026

Comprehensive salary benchmarks for helpdesk, system administration, network engineering, cloud/DevOps, database administration, and security operations across US, India, Philippines, and Eastern Europe. Includes certification impact and remote infrastructure costs.

Key Market Insights

- ✓ Cybersecurity specialists (SOC analysts L2/L3) see 18–22% annual growth
- ✓ Cloud certifications (AWS, Azure) command 25–35% salary premiums
- ✓ India IT support mature; quality rivals US on technical skills
- ✓ Remote-first IT teams now 58% of hiring (up from 38% in 2024)
- ✓ Kubernetes/container skills add 12–18% premium across all levels



HELPDESK TIER 1: SALARY BY REGION (Annual)

Region/Country	Junior	Mid-Level	Senior	Tier 1 Lead	Burdened Rate
United States	\$28K–\$36K	\$38K–\$48K	\$50K–\$65K	\$65K–\$85K	+25% benefits
India (Bangalore)	₹280K– ₹380K (\$3.4K– \$4.6K)	₹380K– ₹500K (\$4.6K–\$6K)	₹500K– ₹680K (\$6K– \$8.2K)	₹680K– ₹900K (\$8.2K– \$10.8K)	+18% overhead
Philippines (Metro Manila)	₹240K– ₹350K (\$2.9K– \$4.2K)	₹350K– ₹480K (\$4.2K– \$5.8K)	₹450K– ₹620K (\$5.4K– \$7.5K)	₹620K– ₹800K (\$7.5K– \$9.6K)	+20% overhead
Eastern Europe (Poland/Romania)	\$8K–\$12K	\$12K–\$18K	\$16K–\$24K	\$22K–\$32K	+22% overhead

Tier 1 handles password resets, basic troubleshooting, ticket routing. India dominates cost; US justified for complex escalations or security-sensitive accounts.



HELPDESK TIER 2: SALARY BY REGION (Annual)

Region/Country	Mid-Level	Senior	Lead	Notes
United States	\$48K–\$62K	\$65K–\$85K	\$90K–\$125K	Troubleshooting, scripting, escalation
India	₹480K–₹650K (\$5.8K–\$7.8K)	₹650K–₹900K (\$7.8K–\$10.8K)	₹900K–₹1.2M (\$10.8K–\$14.4K)	Growing tier; quality improving
Philippines	₹400K–₹580K (\$4.8K–\$7K)	₹580K–₹800K (\$7K–\$9.6K)	₹800K–₹1.1M (\$9.6K–\$13.2K)	English proficiency advantage
Eastern Europe	\$14K–\$20K	\$20K–\$30K	\$32K–\$48K	Premium for complexity; EU data

Tier 2 requires scripting, systems knowledge, vendor tool expertise. India increasingly competitive; Eastern Europe retains quality/compliance premium. Hybrid models growing.



SENIOR TECHNICAL SUPPORT (Annual USD)

Role/Level	US	India	Philippines	E. Europe	Specialization Impact
Senior Support Engineer	\$72K–\$95K	\$8K–\$12K	\$7K–\$11K	\$20K–\$30K	Architecture knowledge
Support Architect	\$95K–\$130K	\$15K–\$22K	\$12K–\$18K	\$28K–\$42K	Solution design, vendor relations
Technical Writer/Documentation	\$65K–\$85K	\$6K–\$10K	\$5K–\$9K	\$15K–\$25K	Clarity and depth
Support Manager (6–8 reports)	\$85K–\$120K	\$12K–\$18K	\$10K–\$15K	\$24K–\$36K	Team leadership
Director of Support	\$120K–\$170K	\$25K–\$40K	\$20K–\$32K	\$45K–\$70K	Strategic, P&L accountability

Senior roles heavily concentrated in US/Western markets due to client relationship expectations and strategic decision-making.



SYSTEM ADMINISTRATORS: LINUX/WINDOWS/CLOUD (Annual USD)

Platform/Level	US Junior	US Senior	India	Philippines	E. Europe
Linux Admin (RHEL/Ubuntu)	\$52K–\$68K	\$85K–\$115K	\$6.5K–\$10K	\$5.5K–\$9K	\$16K–\$26K
Windows Admin (Server 2019+)	\$54K–\$70K	\$88K–\$120K	\$7K–\$11K	\$6K–\$10K	\$17K–\$27K
Cloud Admin (AWS/Azure)	\$62K–\$82K	\$105K–\$145K	\$12K–\$18K	\$10K–\$15K	\$24K–\$36K
Infrastructure Engineer	\$68K–\$90K	\$120K–\$165K	\$14K–\$22K	\$12K–\$18K	\$28K–\$42K
Kubernetes Specialist	\$75K–\$100K	\$140K–\$190K	\$18K–\$28K	\$15K–\$23K	\$35K–\$52K

Cloud and Kubernetes specialists command highest premiums globally. India has strong Linux presence; Windows and cloud infrastructure less developed. Container skills add 12–18% anywhere.



NETWORK ENGINEERS BY CERTIFICATION (Annual USD)

Certification Level	US Salary	India	Philippines	E. Europe	Salary Premium
Network+ (CompTIA)	\$54K-\$72K	\$6K-\$9.5K	\$5K-\$8K	\$16K-\$24K	Baseline
CCNA (Cisco)	\$72K-\$98K	\$10K-\$15K	\$8.5K-\$13K	\$24K-\$36K	+30-35%
CCNP (Cisco)	\$105K-\$145K	\$18K-\$28K	\$15K-\$23K	\$40K-\$60K	+50-55%
CCIE (Cisco)	\$180K-\$250K	\$35K-\$55K	\$28K-\$45K	\$75K-\$115K	+100-110%
Cloud Network Engineer	\$130K-\$180K	\$20K-\$32K	\$16K-\$26K	\$48K-\$72K	+75%

CCIE highest-paid single certification in IT. CCNP common offshore target. India growing CCIE population; Western clients often prefer Western-based for architect roles.



SOC ANALYSTS: L1/L2/L3 SALARIES (Annual USD)

Level	US	India	Philippines	E. Europe	Growth Rate (YoY)
SOC L1 (24/7 Monitoring)	\$45K-\$60K	\$7K-\$11K	\$6K-\$10K	\$14K-\$22K	+18%
SOC L2 (Incident Response)	\$68K-\$95K	\$12K-\$19K	\$10K-\$16K	\$24K-\$38K	+20%
SOC L3 (Threat Hunting)	\$95K-\$145K	\$22K-\$35K	\$18K-\$29K	\$42K-\$65K	+22%
SOC Manager	\$120K-\$180K	\$30K-\$48K	\$25K-\$40K	\$60K-\$95K	+15%
Incident Commander (on-call)	+\$15K-\$25K bonus	+\$3K-\$6K	+\$2.5K-\$5K	+\$8K-\$15K	Variable

SOC analysts fastest-growing IT role (20%+ CAGR). India creating specialized SOC centers; quality approaching US levels. L3 roles mostly Western-based due to strategic importance.



CLOUD & DEVOPS SUPPORT (Annual USD)

Role	US	India	Philippines	E. Europe	AWS/Azure Premium
CloudOps Engineer (L1)	\$62K-\$82K	\$11K-\$17K	\$9K-\$14K	\$20K-\$32K	+8-12%
DevOps Engineer (Mid)	\$95K-\$130K	\$18K-\$28K	\$15K-\$24K	\$32K-\$50K	+15-20%
Senior DevOps/SRE	\$140K-\$195K	\$28K-\$45K	\$23K-\$37K	\$50K-\$78K	+20-28%
Platform Engineer	\$155K-\$220K	\$32K-\$52K	\$26K-\$42K	\$60K-\$95K	+25-35%
Solutions Architect (Cloud)	\$180K-\$260K	\$45K-\$75K	\$36K-\$58K	\$85K-\$135K	+35-45%

Cloud/DevOps is highest-paying IT vertical. Kubernetes, Terraform, CI/CD expertise add 15-25% premium. India strong in execution (implementation); architecture retained by Western vendors.



DATABASE ADMINISTRATORS (Annual USD)

Database Platform	US SQL DBA	India DBA	E. Europe DBA	Specialization	Performance Premium
SQL Server	\$78K–\$105K	\$9.5K–\$14.5K	\$22K–\$34K	Backup, replication	Baseline
Oracle	\$88K–\$120K	\$11K–\$17K	\$26K–\$40K	RAC, Exadata	+12–18%
PostgreSQL	\$85K–\$115K	\$10K–\$16K	\$24K–\$38K	Replication, tuning	+8–14%
MongoDB	\$92K–\$128K	\$12K–\$19K	\$28K–\$44K	Sharding, scaling	+15–20%
MySQL/MariaDB	\$75K–\$100K	\$9K–\$14K	\$20K–\$32K	High-availability	+5–10%
Data Warehouse (Snowflake)	\$105K–\$155K	\$15K–\$25K	\$36K–\$58K	BigData, analytics	+30–40%

DBA salaries highest-paying among individual contributors. Data warehouse specialists (Snowflake, BigQuery, Redshift) see accelerating demand and premiums.



IT PROJECT MANAGERS: CERTIFIED vs UNCERTIFIED (Annual USD)

Certification	US Salary	India	Philippines	E. Europe	Project Avg Size
No Cert (CoE/Internal)	\$72K–\$95K	\$12K–\$18K	\$10K–\$16K	\$22K–\$36K	\$200K–\$500K
CompTIA Project+	\$78K–\$105K	\$14K–\$22K	\$12K–\$19K	\$26K–\$42K	\$500K–\$1.2M
PMP (Project Management Pro)	\$95K–\$145K	\$20K–\$32K	\$16K–\$26K	\$40K–\$65K	\$1M–\$5M
PRINCE2	\$100K–\$155K	\$22K–\$35K	\$18K–\$29K	\$44K–\$72K	\$1M–\$5M EU
Executive/Strategic PM	\$150K–\$250K	\$35K–\$60K	\$28K–\$48K	\$70K–\$120K	\$5M+

PMP adds 25–35% salary premium. India growing PM capacity; still concentrated on delivery and operations. Western vendors retain strategic PM roles.



SERVICENOW & ITSM SPECIALISTS (Annual USD)

Role	US Salary	India	Philippines	E. Europe	Implementation Experience
ServiceNow Developer (Certified)	\$92K-\$128K	\$14K-\$22K	\$12K-\$19K	\$28K-\$44K	Standard
ServiceNow Architect	\$145K-\$210K	\$28K-\$45K	\$23K-\$37K	\$56K-\$90K	Enterprise-scale
ITSM Analyst (ITIL v4)	\$68K-\$92K	\$10K-\$16K	\$8.5K-\$14K	\$20K-\$32K	Basic impl
ITIL Expert (Master)	\$105K-\$155K	\$20K-\$32K	\$16K-\$26K	\$40K-\$65K	Strategic

ServiceNow demand surges; shortage of certified talent globally. India emerging as implementation hub; Western staff retained for advisory/architect roles.



INDIA IT SUPPORT DETAILED BREAKDOWN (Annual)

FTE Component	L1 Tier Support	L2 Tier Support	DBA	DevOps Engineer
Base Salary (INR)	₹280K–₹380K	₹480K–₹650K	₹650K–₹950K	₹900K–₹1.35M
Benefits (health, bonus)	₹25K–₹35K	₹45K–₹60K	₹60K–₹85K	₹85K–₹130K
Infrastructure (tools, systems)	₹20K–₹30K	₹35K–₹50K	₹50K–₹75K	₹70K–₹110K
Management & QA	₹30K–₹45K	₹55K–₹80K	₹80K–₹120K	₹120K–₹180K
Platform/Vendor Fee (20%)	₹60K–₹85K	₹130K–₹180K	₹180K–₹270K	₹270K–₹405K
Bench/Attrition Buffer (5%)	₹15K–₹20K	₹32K–₹43K	₹43K–₹65K	₹65K–₹100K
Total Annual (INR)	₹450K–₹595K	₹777K–₹1.063M	₹1.063M–₹1.565M	₹1.51M–₹2.275M
Total (USD equiv)	\$5.4K–\$7.2K	\$9.3K–\$12.8K	\$12.8K–\$18.8K	\$18.2K–\$27.4K

All-in India cost includes salary, benefits, tooling, management, vendor platform fees, and attrition buffer. USD conversion at ₹83/USD. Actual costs vary by vendor and SLA requirements.



US vs INDIA IT SUPPORT COST COMPARISON

Role Level	US Annual	India Annual	Savings %	Quality Gap	Best For
L1 Helpdesk	\$32K-\$42K	\$5.4K-\$7.2K	82-84%	Minimal	High-volume, simple
L2 Support	\$55K-\$72K	\$9.3K-\$12.8K	82-83%	Low	Standard outsourcing
Senior Support Eng	\$92K-\$120K	\$15K-\$22K	81-82%	Low	Hybrid (US lead, India support)
DBA	\$92K-\$125K	\$12.8K-\$18.8K	80-82%	Low-Med	Data center ops
DevOps Engineer	\$130K-\$165K	\$18.2K-\$27.4K	79-83%	Low-Med	Build/deploy pipeline

India IT support mature for L1/L2/operational roles. L3/architecture roles often retained in Western markets due to strategic importance and soft skills. Hybrid increasingly popular.



CERTIFICATION SALARY PREMIUMS (Year-over-year impact)

Certification	Baseline Salary	With Cert Salary	Premium %	Cost to Earn	ROI Months
CompTIA A+	\$38K	\$42K–\$48K	+10–26%	\$300–\$800	4–6 months
CompTIA Network+	\$48K	\$56K–\$65K	+15–35%	\$300–\$800	3–5 months
CompTIA Security+	\$55K	\$68K–\$82K	+20–50%	\$400–\$1K	2–4 months
CCNA	\$65K	\$88K–\$105K	+30–60%	\$1K–\$2K	4–8 months
AWS Solutions Architect	\$85K	\$118K–\$145K	+35–70%	\$1.5K–\$2.5K	3–7 months
Azure Administrator	\$82K	\$110K–\$138K	+35–70%	\$1.5K–\$2.5K	3–7 months
PMP	\$92K	\$125K–\$155K	+35–70%	\$2K–\$3.5K	4–9 months

Cloud certifications (AWS, Azure) see fastest adoption and premium growth (+40% CAGR). Certification ROI typically 3–9 months, justifying investment.



Remote IT Infrastructure Costs

Per-FTE Annual Costs (Home Office Setup)

Hardware (laptop, monitors, peripherals): \$1,500–\$3,500 (amortized 3 years) = \$500–\$1,167/year

Software licenses (tools, security, collaboration): \$1,200–\$2,400/year

Internet & connectivity (high-speed): \$60–\$150/month = \$720–\$1,800/year

VPN/Security (multi-factor auth, endpoint security): \$500–\$1,500/year

Collaboration tools (Slack, Teams, Jira, Confluence): \$150–\$400/year

Monitoring/incident response on-call tools: \$200–\$600/year

Total infrastructure per remote IT FTE: \$3,670–\$8,867/year (average \$5,500)

These costs largely covered by salary/overhead already calculated. Additional considerations: no office space savings (remote), but increased security/compliance investment.



2026 IT Staffing Trends

1. Cloud-native skills (Kubernetes, serverless) in 82% of job openings
2. Zero-trust security architecture driving SOC hiring (+25% YoY)
3. AI/ML operations (MLOps) emerging vertical; 45% salary premium
4. Remote-first IT teams now standard; timezone coverage critical
5. Container/microservices replacing monolith VMs in 60% of enterprises
6. Cybersecurity shortage acute; 40% of roles unfilled >3 months
7. SDET (Software Development in Test) roles commoditizing support
8. Observability (OpenTelemetry, Datadog, etc.) skills in high demand
9. Linux adoption increasing; Windows admin roles declining (-8% YoY)
10. IaC (Terraform, Ansible, CloudFormation) table stakes for DevOps



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