GLOBAL KNOWLEDGE 2021 IT SKILLS AND SALARY REPORT
KEY STATS

3 OUT OF 4 IT DECISION-MAKERS ON A GLOBAL SCALE ARE REPORTING GAPS IN IT STAFF SKILLS — A 145% INCREASE SINCE 2016.

REASONS BEHIND SKILLS GAPS

- Rate of technology change exceeds skills development programs: 38%
- It’s difficult to attract candidates with the required skills: 35%
- Haven’t invested enough in training to develop the skills needed: 32%
- Cannot pay what candidates demand: 25%

54% IT decision-makers report they’ve been unable to fill one or two positions.
38% IT decision-makers report having three or four unfilled positions.

The average salary for IT professionals around the world increases 6% YoY.

THE MAIN IMPACTS OF SKILLS GAPS ON ORGANIZATIONS

- Increased stress on existing employees: 42%
- Difficulty meeting quality objectives: 36%
- Decreased ability to meet business objectives: 33%

HOW MANAGERS PLAN TO HANDLE SKILLS GAPS

- 36% Train existing people
- 17% Hire outside support/contractors
- 15% Hire additional staff with the skills
- 11% No plan

THE TOP FACTORS THAT IT PROFESSIONALS ATTRIBUTED TO SALARY INCREASES IN 2021 WERE

- Opportunity for growth and development: 59%
- Increased compensation: 39%
- Work/life balance: 31%

59% IT professionals said their quality of work has improved after certification training.
52% IT professionals reported receiving a raise this past year.
49% IT professionals said their skillset has increased.

IT professionals who participated in the survey reported holding at least one certification — a 4% increase YoY.
IT decision-makers say certified employees deliver $10,000 or more in additional annual value compared to non-certified employees.