

SALARY GUIDE 2025- OFFSHORE

WWW.APPETENCYRECRUITMENT.COM.AU



Offshore (India)



**“Hire
character.
Train skill.”**

– Peter Schutz

**This Salary Guide
2025 empowers you
for:**

1. Benchmarking
2. Budgeting
3. Transparency
4. Equity
5. Retention
6. Recruitment
7. Motivation
8. Compliance
9. Decision Making
10. Employee Satisfaction



HR INSIGHTS- 2025

WWW.APPETENCYRECRUITMENT.COM.AU



Offshore (India)



Top HR Insights- 2025

1. Gartner HR Survey:

- Australian employees are seeking career and organizational stability in 2025.
- Change fatigue, a softening labor market, and cost of living pressures are driving employee sentiment.
- Intent to stay with employers increased to 37.8%, while discretionary effort declined.
- Stability has become a top driver of attraction for Australian employees.

2. Engagement Levels:

- While engagement remained steady, only 24.3% of Australian employees consider themselves highly engaged.
- Most (73.9%) state they are only somewhat engaged.
- Organizations need to balance pay discussions with effective non-compensation components like respect, manager quality, and career progression to retain employees.

3. Mercer's Predictions:

- Experts predict trends such as hybrid work, culture, salaries, skills, and AI for the year ahead.

Role	Experience	Cost per month invoiced locally (in AUD)	Candidate Profile	Comparable local cost (in AUD) per annum
IT Infrastructure Engineers				
Service Desk Systems Engineer L1	Mid to Senior Level	\$1,400 - \$1,800 per month	* Communication skills = at least 8 out of 10 (almost no one is a 10 in the world) * Previous US or AU MSP experience * Experienced with end user support including AD & O365 management * Mid or Senior level L1 who might not be proficient in all aspects but can be trained to become competent L2 in future	\$50-\$55K+super
Service Desk Systems Engineer L2	Mid-Level Service Desk Systems Engineer L2	\$1,800 - \$2,200 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Experienced with end user support including AD & O365 management * Few years' experience as service desk thus should be proficient in ITIL processes and handle a variety of issues with limited exposure to back-end infrastructure * will require an escalation mechanism and manager to oversee activities	\$60-70K+super
	Senior Level Service Desk Systems Engineer L2	\$2,300 - \$3,200 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Experienced with end user support including AD & O365 management and server management * Senior L2 with good L2 experience across technologies including exposure to back up and firewalls * These candidates might have a bit of L3 or centralized services or escalation handling experience as well * Not capable of acting as L3 yet but can be trained to L3 * Will require an escalation mechanism and manager to oversee activities	\$70-\$90K
Service Desk Resolution Engineer (L3)	Mid L3 Service Desk Resolution Engineer (L3) / Mid Centralised Services	\$3,000 - \$4,200 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Experienced with end user support including AD & O365 management and server management * Senior L2 with good L2 experience across technologies including exposure to back up and firewalls * Senior L2 from a competitor MSP who might not be proficient in all aspects of L3. They might be doing bits of L3 role at another MSP but might not suit a L3 engineer role in another MSP * Will have experience mainly with maintenance and on the service desk with exposure to maintain server configurations, server management, O365 management and most likely not have exposure to conducting security audit and configurations * Will require an escalation mechanism to a senior L3 engineer or Projects engineer and manager to oversee activities	\$80-\$100K+super
	Senior L3 Service Desk Resolution Engineer (L3) / Senior Centralised Services	\$3,800 - \$5,400 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Experienced with end user support including AD & O365 management and server management * Senior L2 with good L2 experience across technologies including exposure to back up and firewalls * Experience with server builds, server migrations, participated but with limited to no exposure to projects such as O365 migrations, conducted security audit and configurations * Might be able act as the senior most engineer with escalation to Projects engineer and/or SDM	\$95-\$115K+super

Projects Engineer	Mid Projects Engineer / Professional Services Engineer	\$4,500 - \$5,800 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Similar to Mid L3 but involved in projects * Exposure to project work predominantly in specific areas such as server build or migrations or O365 migrations or firewall configurations, etc. * Experienced with end user support including AD & O365 management and server management * Will need an escalation touch point	\$90-\$110K+super
	Mid - Senior Projects Engineer / Cloud Engineer	\$5,400 - \$7,200 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Project experience with server builds, server migrations, participated in O365 migrations, conducting security audit and configurations * Deliver end-to-end projects across technologies especially around their area of expertise but might require escalation point for any project guidance and oversight by Senior Engineer/Project Managers	\$110-\$130K+super
	Senior Project Engineer	\$6,400 - \$8,400 per month	* Advised to hire locally * Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Deliver end-to-end projects across technologies but most likely to have expertise in a specific area such as cloud. Will require no escalation point for any project guidance * Ability to document the projects and make recommendations	\$130K-\$150K+super
	Pre-sales Project Engineer	-	Advised to hire Locally	\$150-\$180K+super
	Project Services Manager	-	Advised to hire Locally	\$170K-\$190K+super +car allowance
Service Desk Management				
	Senior Desk Coordinator	\$1,700 - \$2,600 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Experience with ConnectWise or other PSA, RMM tools * Experienced coordinating tickets on service desk, allocating, coordinating and reporting on service desk	\$70-\$90K+super
Service Desk Manager	Service Desk Manager	\$2,400 - \$4,300 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Ability to manager, coordinate, report and improve service desk * Senior candidate might even be able to manage technical escalations * Senior candidate will be able to communicate with clients and keep the customer updated	\$90-\$110K+super
NOC, SOC & Centralised Services Engineer				
ConnectWise Admin	Mid-level ConnectWise Admin	\$3,000 - \$4,200 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Ability to manage and improve already set up ConnectWise or other PSA, RMM tools * Experienced with end user support	\$65-\$75K+super
	ConnectWise Expert	\$4,300 - \$6,000 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Ability to configure, manage and improve ConnectWise or other PSA, RMM tools * Experienced with end user support but most expertise around NOC/SOC, automation	\$85-\$95K+super
NOC/SOC Engineer	Junior NOC/SOC Engineer	\$1,700 - \$2,300 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Experienced with end user support including AD & O365 management * Monitor alters and perform basic troubleshooting and notifying senior engineers	\$55-\$65K+super

	Senior NOC/SOC Engineer	\$3,600 - \$5,200 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Ability to configure, manage and improve ConnectWise or other PSA, RMM tools * Experienced with end user support but most expertise around NOC/SOC, automation, workflow automation	\$75-95K+super
Network and Security Engineer				
Mid Network Engineer	Mid Network Engineer	\$4,300 - \$5,800 per month	* A couple of years local experience as Network engineer * Able to implement solution with guidance but not design solutions * Experienced network engineer who will be able to monitor and troubleshoot basic networking and security issues	\$85-\$110K+super
	Senior Network Engineer	\$5,400 - \$7,300 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Implement solutions without assistance and troubleshoot networking issues * Exposure to network, firewalls and security related projects as well	\$140-\$160K+super
	Security Engineer	\$6,400 - \$8,400 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Senior Engineers that can audit environments, make suggestions and Implement solutions without assistance * Might be able to perform some security related projects as well	\$140-\$180K+super
Sales, Account Management, Marketing & Sales Support				
Sales Support / Purchase & Order provisioning	Mid Sales Support / Purchase & Order provisioning	\$1,300 - \$1,950 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Previous experience with IT, vendor engagement, hardware and licence order provisioning * Will require a manager to allocate, oversea and approve the order and coordinate with clients	\$60-70K+super
	Senior Sales Support / Purchase & Order provisioning	\$1,400 - \$2,500 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Good experience with IT, vendor engagement, hardware and licence order provisioning * Ability coordinate with clients and internal stakeholders * Ability to project manage, negotiate and keep all parties informed	\$80-85K+super
Account Manager	Mid AM	\$1,900 - \$3,000 per month	* Communication skills = at least 8 out of 10 * Previous US or AU MSP experience * Ability to hold requirement conversations with clients and negotiate with vendors * Might be able to fulfil hardware renewal and licences sales KPIs * Good experience with IT, vendor engagement, hardware and licence order provisioning	\$80K-\$100K+super+comms
	Senior AM	-	Advised to hire locally	\$120-\$140K+super+comms
Digital Marketing	SEO expert	\$1,100 - \$1,800 per month	* Communication skills = 5 of 10 * Ability to build basic websites and perform on-page and off-page SEO * Might have basic knowledge of graphic design * Will require oversight from a manager either locally or overseas	\$60-80K+super
	Graphic Designer	\$1,000 - \$1,400 per month	* Communication skills = 5 of 10 * Ability to build basic websites and perform on-page and off-page SEO * Might have basic knowledge of graphic design * Will require oversight from a manager either locally or overseas	\$60-80K+super

	Digital & Social Media Manager	\$1,900 - \$3,600 per month	* Communication skills = at least 8 of 10 * Ability to build and manage entire marketing strategy and content across website, over the web and social platforms * Ability to plan and conduct optimum PPC campaigns * Will require technical support from website programmers, SEO experts and graphic designer	\$90-\$120K+super
--	--------------------------------	-----------------------------	--	-------------------

Software Development

Software Development	Mid-Level Full Stack Software Developer	\$1,300 - \$2,300 per month	* Communication skills = 5 to 7 of 10 * Experience delivering code as per the requirement * Will have exposure to develop, maintain and provide application support but would not have the strong understanding of the software development concepts and building performance focused applications * Will require oversight from a Senior Software engineer and manager	\$70-\$100K+super
	Senior Level Full Stack Software Developer	\$3,000 - \$4,500 per month	* Communication skills = 5 to 7 of 10 * Will have exposure to develop, enhancing maintain and provide application support * Will have exposure to infrastructure and hosting such as AWS, DB configuration * Would have good understanding of the software development concepts and building performance focused applications but might not be well verse with Software development frameworks and various architectures * Will require oversight from a Lead Software engineer and manager	\$100K - \$140K+super
	Lead Full stack Software Developer / Architect	\$4,300 - \$6,900 per month	* Communication skills = 7-9 of 10 * Will be able to design and develop application architecture and applications * Will be able to suggest technologies, architecture and application deployment required for the purpose * Will have exposure to develop, enhancing maintain and provide application support * Will have exposure to infrastructure and hosting such as AWS, DB configuration * Would have good understanding of the software development concepts and building performance focused applications but might not be well verse with Software development frameworks and various architectures	\$150K - \$190K+super