

SALARY GUIDE 2025- SYDNEY

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Sydney, NSW



**“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



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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	Salary Range	Candidate Profile
Service Desk Systems Engineer L1	Junior Level	\$50-\$60K+super	* Junior L1 candidates might be a recent graduate or with few months experience
	Mid-Level	\$70-\$80K+super	* Junior L2/Mid-Level L2 who might not be proficient in all aspects but can be trained to become competent L2 in future
Service Desk Systems Engineer L2	Junior Level Service Desk Systems Engineer L2	\$65K-\$80K+super	* Junior L2/Mid-Level L2 who might not be proficient in all aspects but can be trained to become competent L2 in future
	Mid-Level Service Desk Systems Engineer L2	\$85-\$100K+super	* Few years' experiences as service desk thus should be proficient in ITIL processes and handle a variety of issues * will require an escalation mechanism
	Senior Level Service Desk Systems Engineer L2 / Junior Centralised Services	\$87-\$102K+super	* Senior L2 with good L2 experience * These candidates might have a bit of L3 or centralised services or escalation handling experience as well * Not capable of acting as L3 yet but can be trained to L3 * Might be involved with client site visits
Field Engineer	Senior Level 2 / Field Engineer	\$87-\$102K+super	* Similar to Senior Level 2 * Candidate who prefer on-site rather than over the phone support
vITM	Junior-Mid vITM	\$75-\$95K+super+car allowance	* Similar to Senior Level 2 * Candidate who prefer on-site rather than over the phone support * Will require coaching
	Senior vITM	\$102-\$122K+super+car allowance	* Similar to Senior Level 2 * Candidate who prefer on-site rather than over the phone support * Candidates from competitors might expect a bit more * Might be capable of handling L3 escalations as well (but they will not be true L3 i.e. might not be capable of handling everything)
Service Desk Resolution Engineer (L3)	Junior L3 Service Desk Resolution Engineer (L3) / Junior Centralised Services	\$100-\$115K+super	* Senior L2 from a competitor MSP who might 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 at PTS thus will need to be trained in-house.
	Mid L3 Service Desk Resolution Engineer (L3) / Mid Centralised Services	\$120-\$135K+super	* Senior L3 who has the capability to act as the final point of escalation
	Senior L3 Service Desk Resolution Engineer (L3) / Senior Centralised Services	\$125-\$135K+super	* Senior L3 from a competitor MSP who has the capability to act as the final point of escalation
	Senior Centralised Services	\$132-\$152K+super	* Senior L3 from a competitor MSP who are capable of automation / process automation
Service Desk Manager	Junior Service Desk Manager	\$75-\$90K+super	* They are managers and not leaders * Mainly senior candidates who have some experience in managing team but are not true service desk managers * Mainly senior L2 with some manager responsibility

Role	Experience	Salary Range	Candidate Profile
	Mid Service Desk Manager	\$95K-\$130K+super	* Manager service desk * Manager service desk team & optimise Service desk * Still learning to be a leader
	Service Delivery Manager	\$122K-\$152K+super	* Lead and managed end to end service delivery
	Enterprise Service Delivery Manager	\$142K-\$195K+super	* Manage large and international Service Delivery and Project delivery teams
Projects Engineer	Junior Projects Engineer / Professional Services Engineer	\$85-\$95K+super+car allowance	* Similar to Senior L2 but involved in projects * Might not have experience to handle projects on their own * Will need an escalation touch point
	Mid Projects Engineer	\$110K-\$130K+super	* Few years local experience with a competitor * Should be proficient in almost all aspects but might not be proficient in few areas (might require learning curve) * Senior candidates will be able to implement project without assistance and might be able to design basic solutions as well but might not be able to do customer facing pre-sale's role * Most likely will not be able to price solutions without considerable help
	Senior Project Engineer	\$142K-\$162K+super	* Able to interact with customer as pre-sales engineers * Proficient in implementing all components * Design and implement solutions * Might not be 100% capable to price solutions
	Pre-sales Project Engineer	\$150K-\$180K+super	* Able to interact with customer as pre-sales engineers * Design and implement solutions * Might not be involved in a lot of hands-on implementations
	Project Services Manager	\$180K-\$200K+super+car allowance	* All the above * Manage projects team * Project manage projects
vCIO	Junior AM	\$95K-\$105K+super+comms	* These might be engineers who want to get into Account Management role. In true essence, these candidates are not suitable for AM role and would require training
	Mid AM	\$110K-\$130K+super+comms	* These candidates are more suitable / capable for Account Management however we might be able to find decent candidates in this range
	Senior AM	\$132-\$152K+super+comms	* These candidates might be right people for the job i.e. having the right capability to act as an AM
Sales Admin	Junior Sales Admin	\$55-\$65K+super	* They will not have any or very less relevant experience
	Mid Sales Admin	\$70-\$80K+super	* Some relevant sales admin experience * Might require training to fit in the environment
	Senior Sales Admin	\$82K-\$97K+super	* Senior with sales target * Ability to form relationships with vendors and suppliers * Might be capable to handle a bit of Account Management as well

Other Roles			
Mid Network Engineer	Junior Network Engineer	\$75-\$90K+super	* Very rare to find * They might not switch because every environment is a learning opportunity for these candidates
	Mid Network Engineer	\$95-\$120K+super	* A couple of years local experience as Network engineer * Able to implement solution with guidance but not design solutions * Experienced network engineer who are recent immigrants
	Senior Network Engineer	\$152-\$172K+super	* Senior network engineer from a competitor MSP then the salary shall be towards the higher end of the range * Implement solutions without assistance * Might be able to perform some security related projects as well
	Pre-sales Network Engineer	\$170-\$210K+super	* Design network solutions * Might be hands on as well
Business Development Manager	Junior Business Development Manager	\$75-\$85K+super+OTE	* A couple of years local experience * With experience from other sectors
	Mid Business Development Manager	\$90K - \$130K+super+OTE	* Mid-range BDM candidates * Few candidates might want lower base and more comms while few might be looking for otherwise * Mostly would require leads to perform their role
	Senior Business Development Manager	\$132-\$162K+super+OTE	* Senior BDM from a competitor MSP * Senior BDM might want to get into Sales Manager roles i.e. want a team to manager