

Paessler Worldwide Survey 2016 Shows State of SMB IT

More than 650 global system administrators weigh in on the state of their profession

WAKEFIELD, Mass. and NUREMBERG, Germany, Nov. 17, 2016 – [Paessler AG](#), the innovative network monitoring specialist, has released the findings of the Paessler Worldwide Survey 2016 “Perception vs Reality,” highlighting the challenges faced by SMB system administrators and separating perception from reality when it comes to their everyday work. More than 650 system administrators from 49 countries around the world were surveyed for the report, giving a complete picture of who makes up this diverse group of employees and how they feel about their profession.

The summary of the results is available [here](#).

The report asked survey respondents a variety of questions, including asking them to rank different tasks by how much time they take and how much they enjoy them on a scale from one to five. The findings showed that system administrators are spending the majority of their time on maintenance tasks (3.60), internal support (3.52) and ensuring cybersecurity (3.38), but that they would prefer to be working on implementing new hardware (4.31) and evaluating new solutions (3.97). Additionally, when asked what services administrators were actively using or planning to implement, virtualization, cloud, cybersecurity and network monitoring topped the list, while few reported plans for big data management, IoT, hyperconverged systems or software-defined networking.

System administrators also reported that their field is an ever-changing one. Nearly half of respondents, 48.6 percent, reported that their job has undergone “some change” in the past five years, with 30 percent reporting that their career has changed completely in the past five years. Just 5.7 percent of respondents thought their job was the same as it was five years ago. And, while both the job and technology are changing, 39.7 percent of respondents did not believe IT vendors understood the challenges that they faced.

“Since the foundation of this company, Paessler has been focused on supporting system administrators at small and medium-sized businesses – no frills, no hype, just an effective tool that helps them do their job” said Dirk Paessler, founder and CEO, Paessler. “This report outlines the state of system administrators and there are some surprising positive – and negative - results. These people serve as the backbone of IT and deserve support from both their own companies and from the technology industry.”

Other highlights include:

- 40.8 percent of those surveyed had an academic degree, compared to 35.6 percent with vocational training and 23.6 percent who learned on the job
- Microsoft certifications are most popular, with 45.6 percent of respondents reporting them. Cisco certifications are in second at 26.8 percent, followed by VMware at 17 percent and CompTIA at 13.8 percent
- Only 28.7 percent of respondents described themselves as IT specialists, with the majority identifying as generalists. Among specialists, virtualization (56.6 percent) and security (42.9 percent) were the most popular specializations

For more on PRTG, please visit www.paessler.com/prtg.

Follow Paessler on social media: [Facebook](#), [Twitter](#), [Google+](#) and [LinkedIn](#).

About Paessler AG

Paessler AG's award winning PRTG Network Monitor is a powerful, affordable and easy-to-use Unified Monitoring solution. It is a highly flexible and vendor-neutral software for monitoring IT infrastructure, already in use at enterprises and organizations of all sizes and industries. Over 150,000 IT administrators in more than 170 countries rely on PRTG and gain peace of mind, confidence and convenience. Founded in 1997 and based in Nuremberg, Germany, Paessler AG remains a privately held company that is recognized as both a member of the Cisco Solution Partner Program and a VMware Technology Alliance Partner. Learn more about Paessler and PRTG at www.paessler.com.

Media Contact:

Adam Riglian
LEWIS Global Communications
T: +1 503-327-8960
adam.riglian@teamlewis.com