



Survey **2018**

---

# Technician Report

## Inside:

Compensation & benefits  
Education & training  
Career opportunities  
Job search practices

**Randall**  **Reilly**<sup>®</sup>

## Table of Contents

Methodology .....	3
Which category best describes your job title? (Check only one).....	4
How many people do you supervise? .....	4
In which state do you primarily work (Region)?.....	5
Which best describes the industry you work in? .....	5
Which best describes the type of work you do? .....	6
What level of technical education/training have you completed? (Check all that apply.) .....	7
Do you have a Class A Commercial Driver’s license? .....	7
Are you certified by the National Institute for Automotive Service Excellence (ASE)?.....	8
How many ASE certifications do you hold? .....	8
How long have you worked in maintenance/repair?.....	9
How many different maintenance/repair jobs have you held in the last 5 years? .....	9
Do you feel you have the opportunity to advance in your career? .....	10
How are you paid? Check all that apply. ....	11
What is your annual pay, before taxes, including overtime, bonuses and incentives?.....	11
Does your company offer any of the following benefits? Check all that apply.....	12
When looking for a new job, which resources do you use? Check all that apply.....	13
What factors are most important to you when choosing a new job? Rank in order from 1-9.....	14-15
Are there any other factors that are important to you when choosing a new job? Please explain. ....	16
Would you take a technician job in a different industry?.....	17

# Methodology

The following report examines the results of a DieselTech survey that focused on diesel technicians that service four industries – heavy-duty trucking, agriculture, construction and automotive (cars and pickups). The html survey was sent by email and promoted on Facebook.

The purpose of the survey was to gather information on how technicians are paid, the benefits they receive and what they feel is important when looking for a new job.

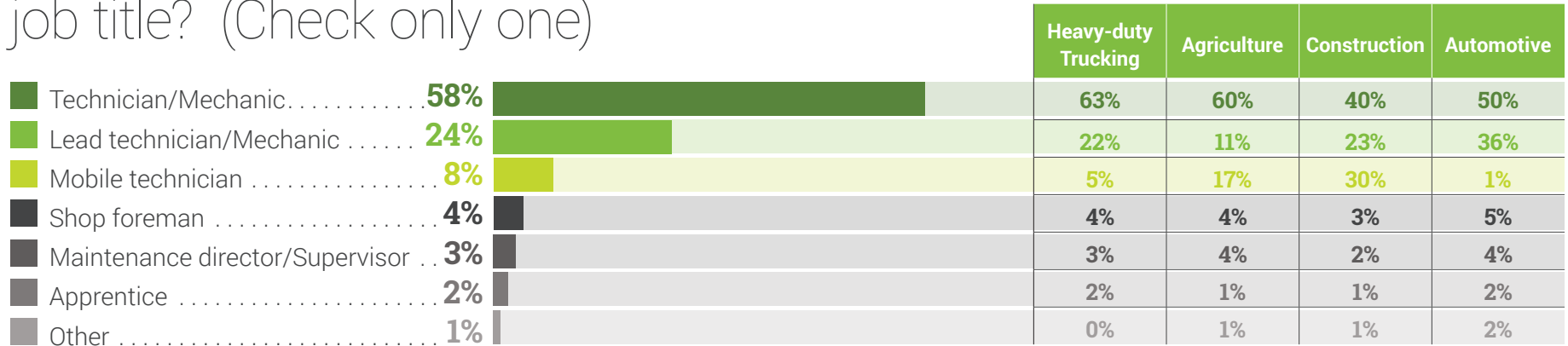
A total of 1,219 surveys were returned, including 822 involved in heavy-duty trucking, 139 involved in agriculture, 70 involved in construction and 188 involved in automotive. In addition to the general analysis, a cross-tabulation for each industry is included.

© 2018 Randall-Reilly. All rights reserved.

Except as expressly authorized by statute or by a written permission from Randall-Reilly, no part of this publication (whether in print or electronic form) may be reproduced, distributed or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, scanning or typing in, without permission in writing from Randall-Reilly. Requests for permission to make copies of any part of this publication should be mailed to: Attn: Copyright Request, Randall-Reilly, 3200 Rice Mine Road NE, Tuscaloosa, AL 35406, USA.

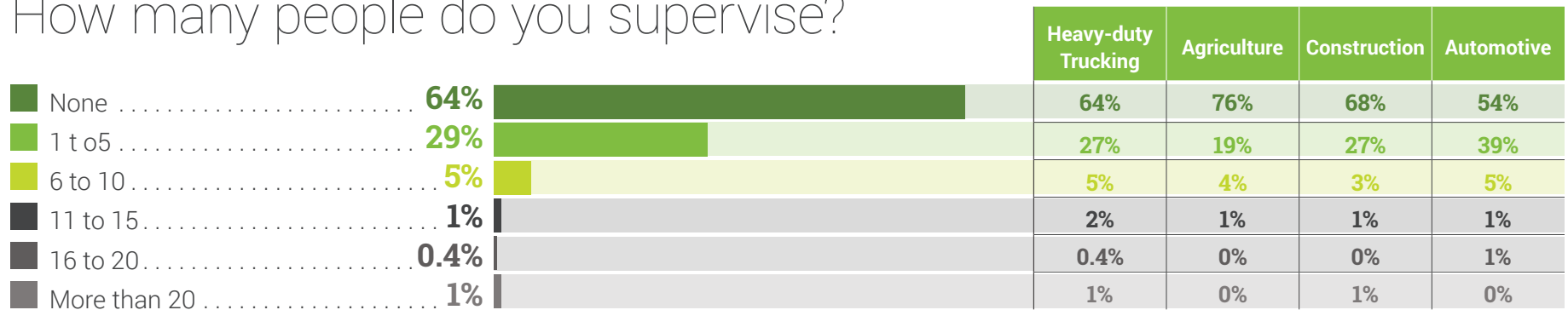
For the sake of clarity, you may not copy this publication (or any portion of it) without our permission. For example, you cannot copy this publication (or any portion of it) for the purposes of distributing (handing out) copies, whether or not you give the copies away for free or for money. Also, the law prohibits taking our work and modifying it or manipulating it (such as rewording, rewriting, editing, incorporating with other material, etc.), and we request that you respect that right provided to us by statute. Should you have any questions, we encourage you to contact us.

Which category best describes your job title? (Check only one)

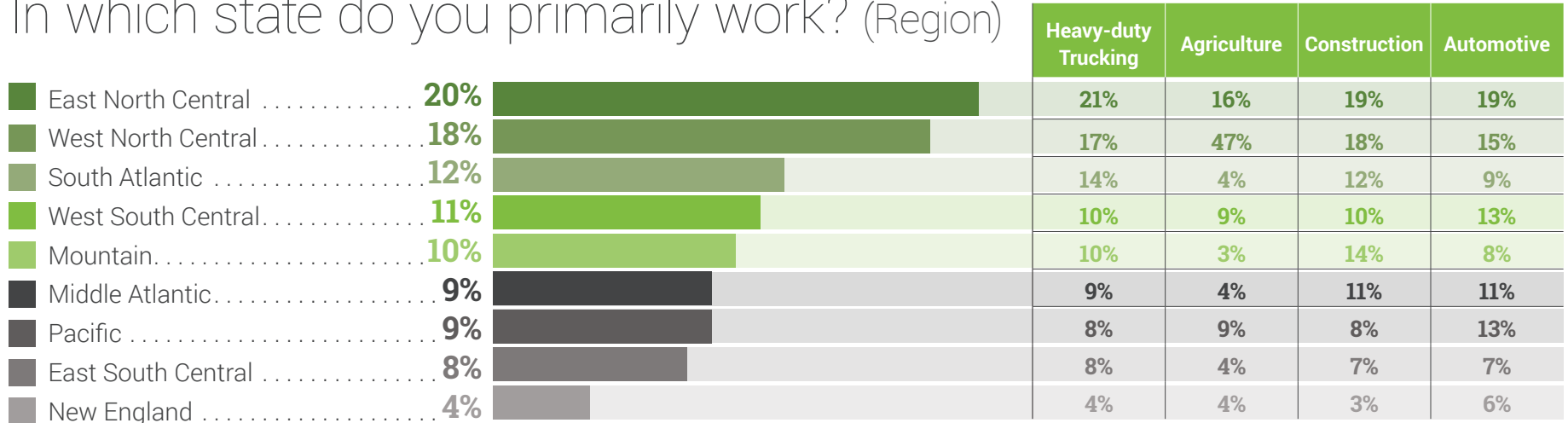


## Nearly one-third supervise 1 to 5 employees

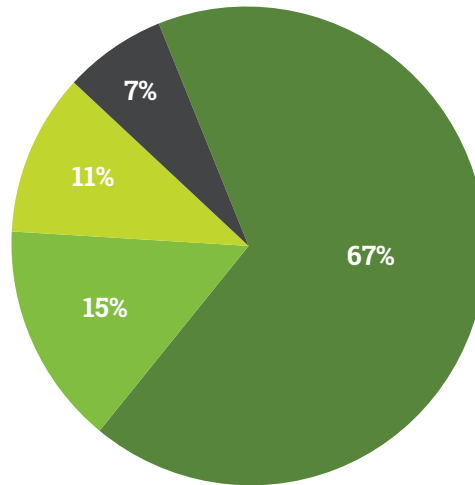
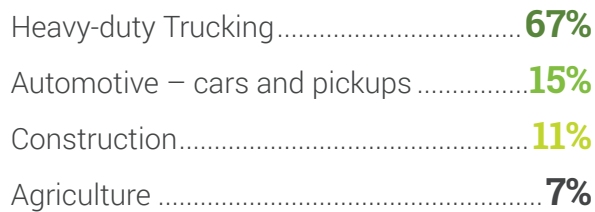
How many people do you supervise?



## In which state do you primarily work? (Region)



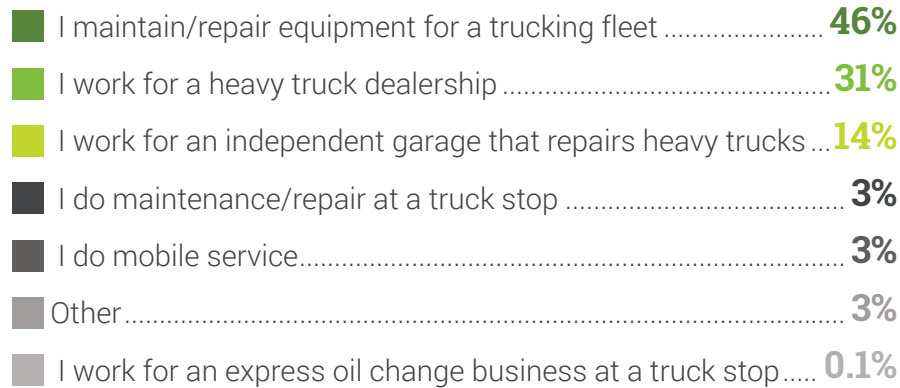
## Which best describes the industry you work in?



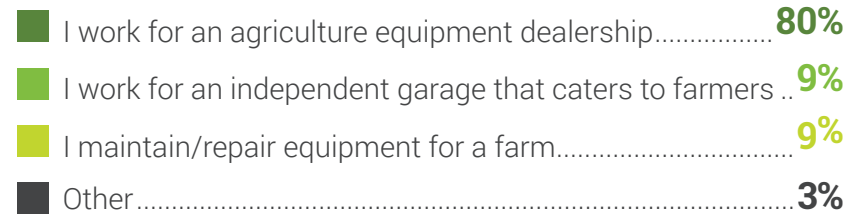
Two-thirds of respondents work in heavy-duty trucking.

# Which best describes the type of work you do?

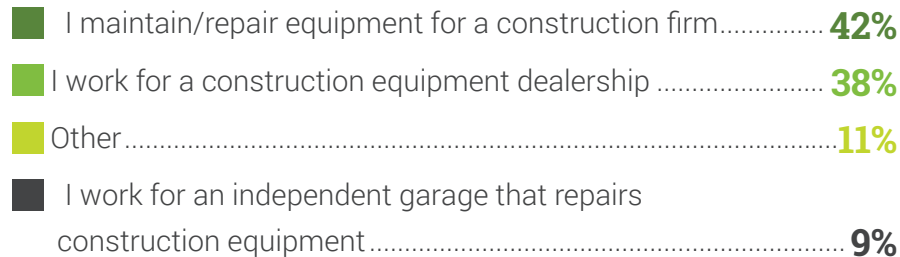
## Heavy-duty Trucking



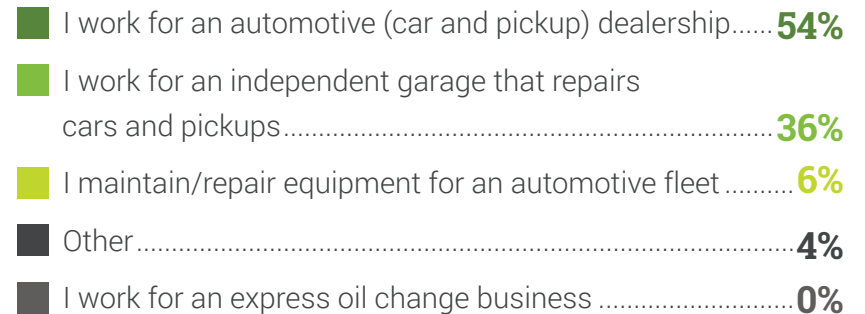
## Agriculture



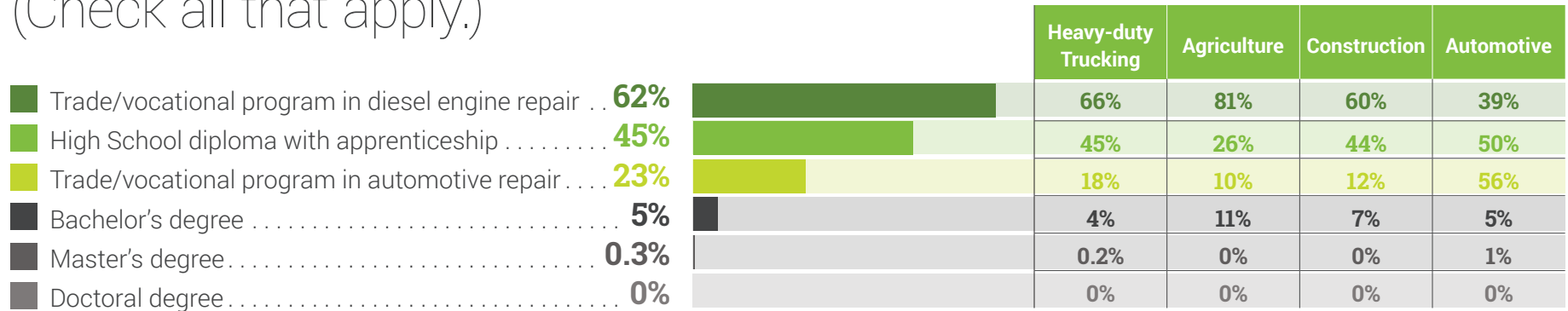
## Construction



## Automotive – cars and pickups

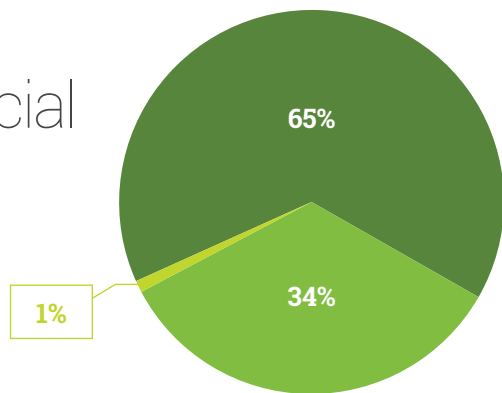
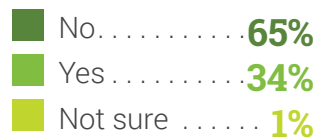


What level of technical education/training have you completed?  
(Check all that apply.)



**Nearly two-thirds completed diesel engine repair schooling.**

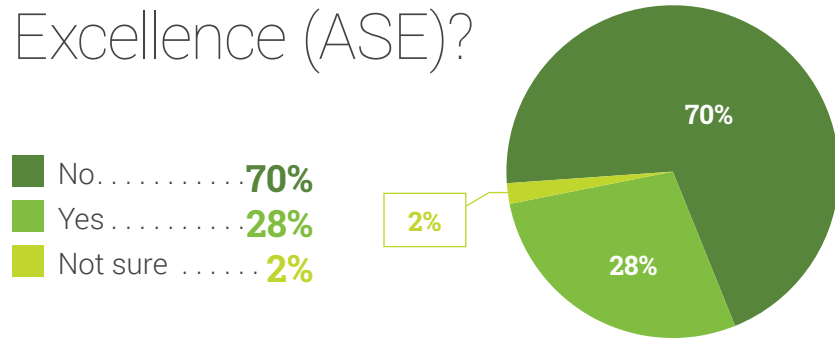
Do you have a Class A Commercial Driver's License?



	Heavy-duty Trucking	Agriculture	Construction	Automotive
No	63%	57%	59%	81%
Yes	37%	40%	40%	17%
Not sure	0.1%	3%	1%	3%

**About one-third have a CDL.**

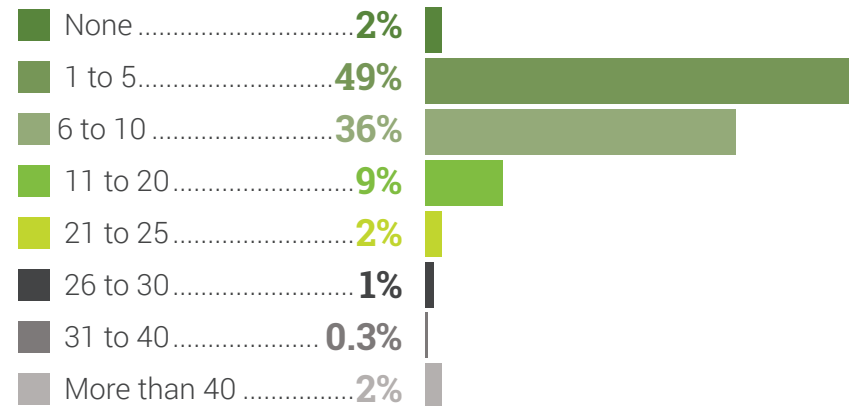
Are you certified by the National Institute for Automotive Service Excellence (ASE)?



Less than one-third are certified by the ASE.

	Heavy-duty Trucking	Agriculture	Construction	Automotive
No	73%	81%	80%	46%
Yes	25%	11%	18%	52%
Not sure	2%	7%	2%	2%

How many ASE certifications do you hold?

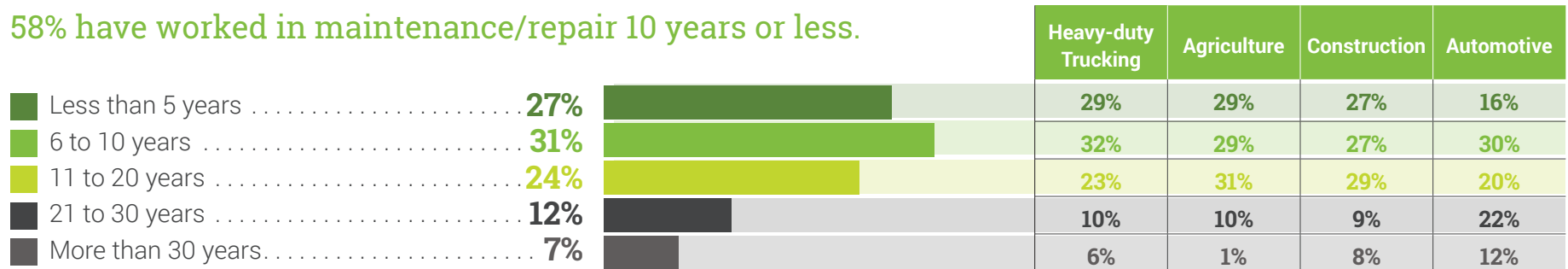


	Heavy-duty Trucking	Agriculture	Construction	Automotive
None	2%	0%	0%	1%
1 to 5	55%	63%	60%	31%
6 to 10	31%	25%	28%	48%
11 to 20	7%	0%	12%	14%
21 to 25	2%	0%	0%	4%
26 to 30	1%	0%	0%	0%
31 to 40	1%	0%	0%	0%
More than 40	1%	13%	0%	2%



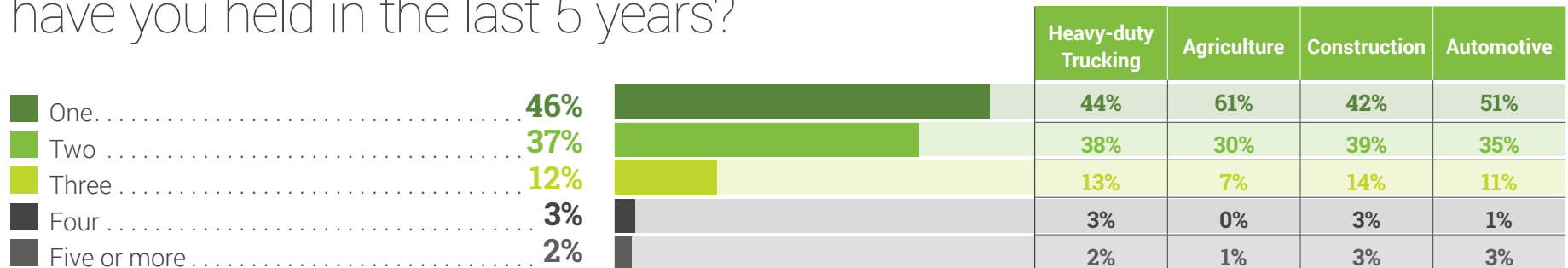
## How long have you worked in maintenance/repair?

**58% have worked in maintenance/repair 10 years or less.**

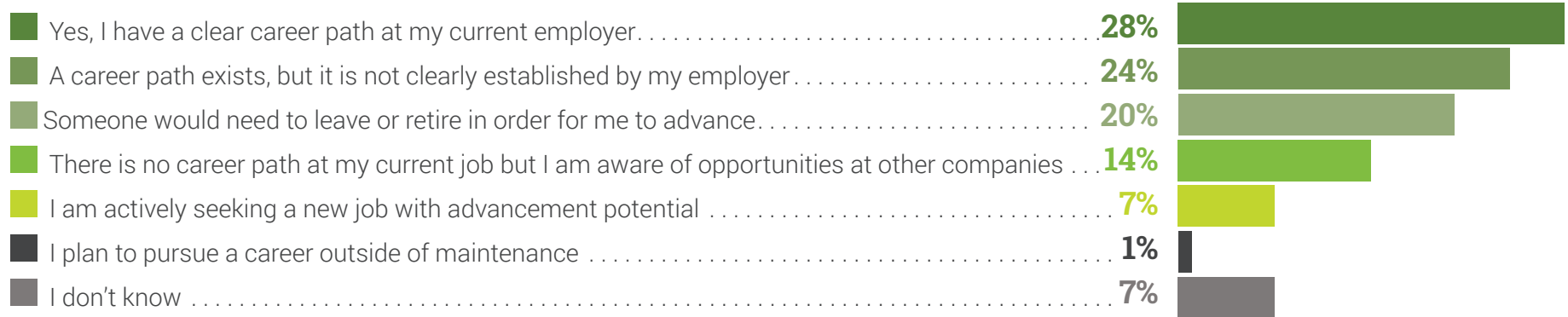


**54% have had two or more maintenance/repair job over the past 5 years.**

## How many different maintenance/repair jobs have you held in the last 5 years?



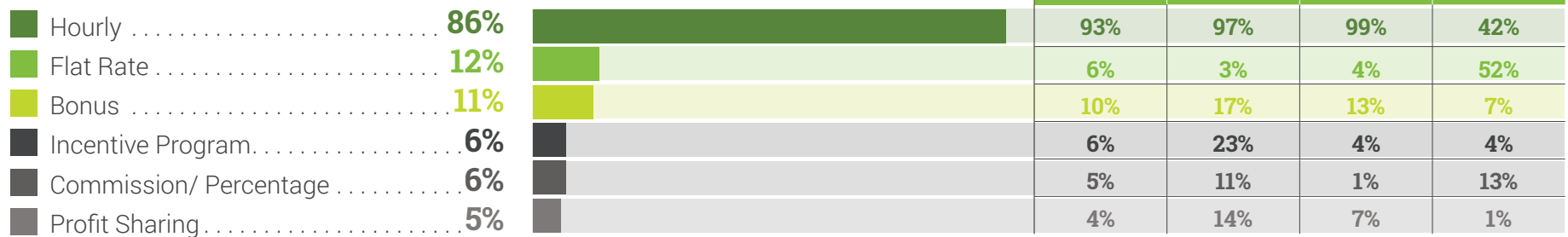
## Do you feel you have the opportunity to advance in your career?



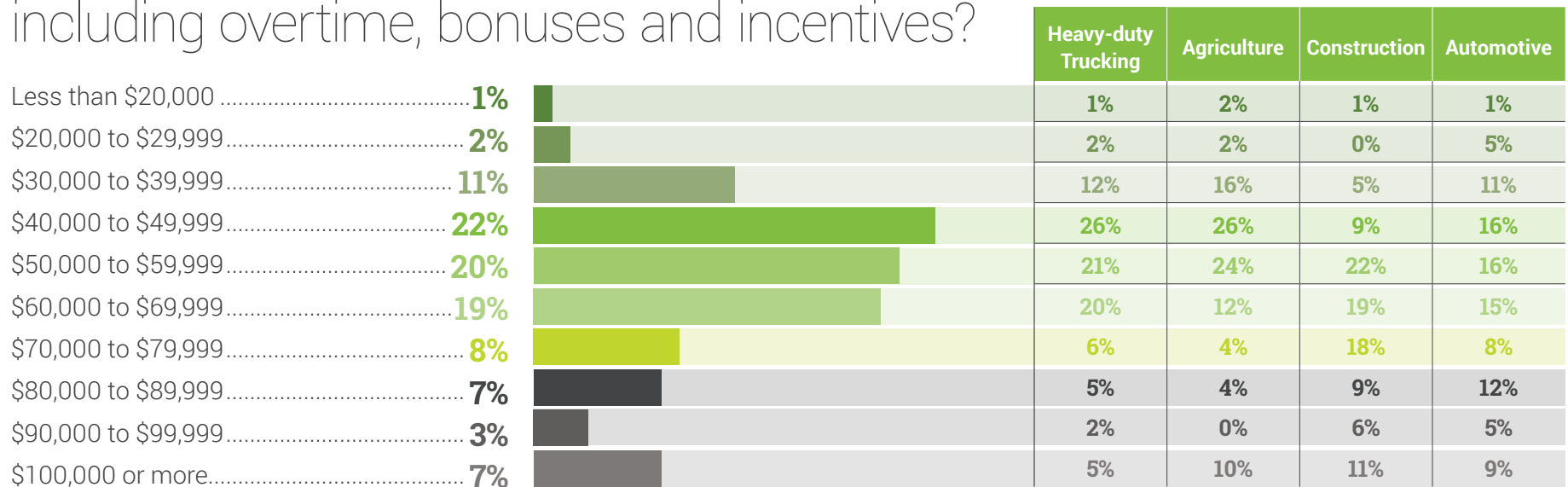
## Less than one-third agree they have a clear career path for advancement.

	Heavy-duty Trucking	Agriculture	Construction	Automotive
Yes, I have a clear career path at my current employer	29%	23%	27%	22%
A career path exists, but it is not clearly established by my employer	24%	26%	22%	22%
Someone would need to leave or retire in order for me to advance	20%	21%	29%	13%
There is no career path at my current job but I am aware of opportunities at other companies	13%	14%	12%	18%
I am actively seeking a new job with advancement potential	6%	4%	7%	9%
I plan to pursue a career outside of maintenance	1%	1%	1%	2%
I don't know	6%	10%	4%	13%

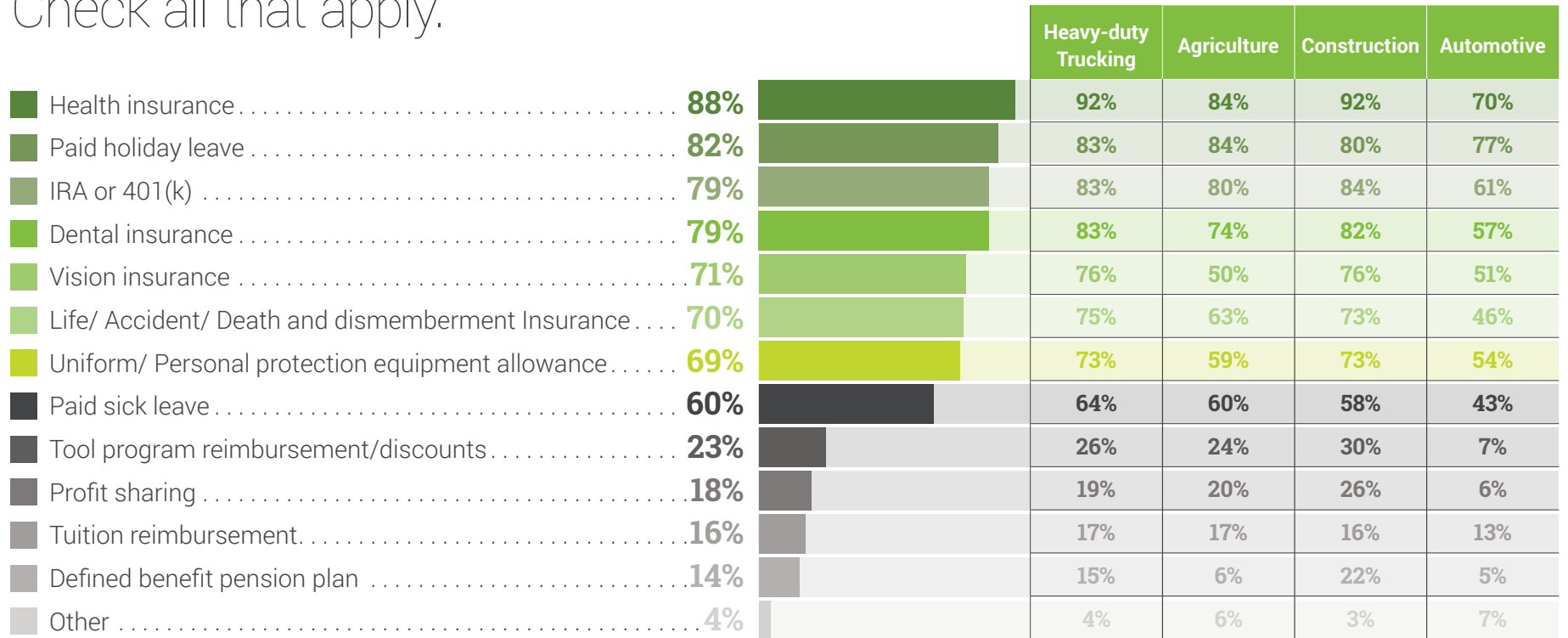
How are you paid? Check all that apply.



What is your annual pay, before taxes, including overtime, bonuses and incentives?



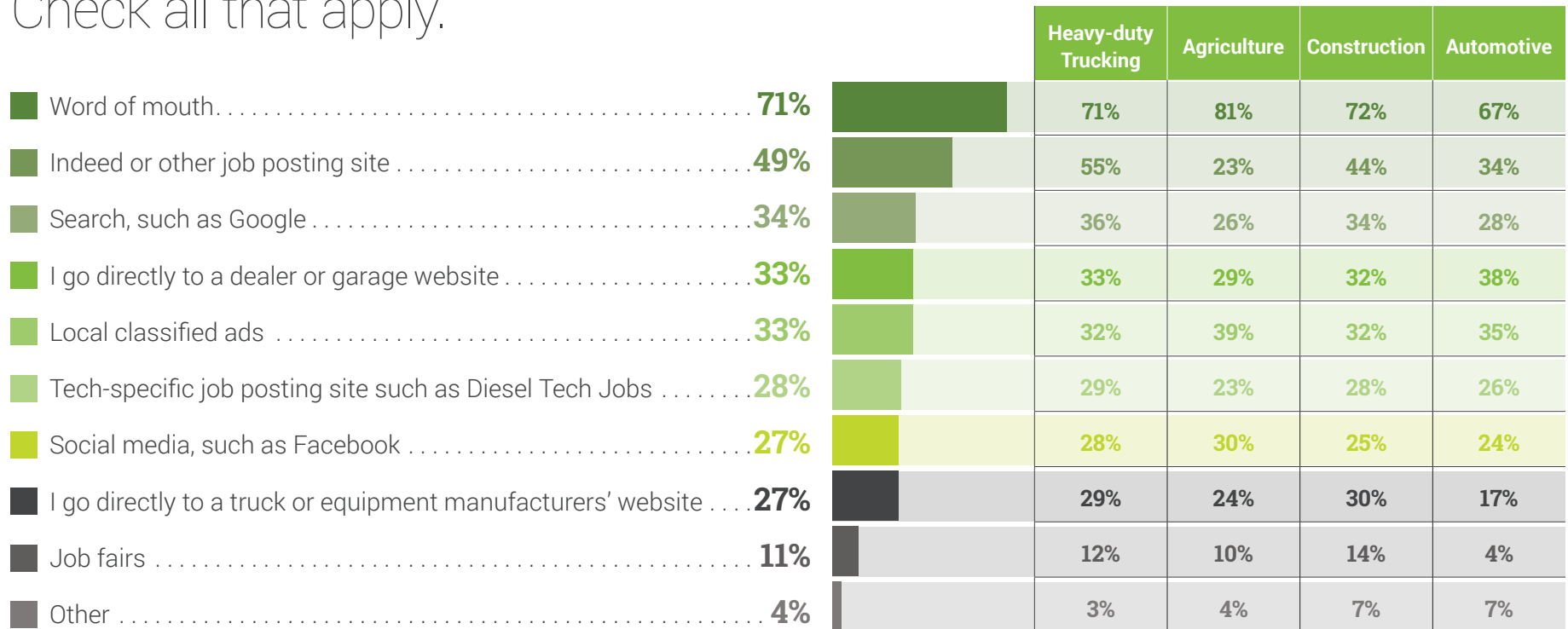
Does your company offer any of the following benefits?  
Check all that apply.



**Most enjoy benefits including 401ks, various types of insurance and paid leave.**

## Word of mouth is top job source cited.

When looking for a new job, which resources do you use?  
Check all that apply.



What factors are most important to you when choosing a new job?  
Rank in order from 1-9.

**Top Four Ranked.**

	1	2	3	4
Pay and benefits	72%	11%	3%	2%
Location	5%	39%	17%	8%
Opportunities for career advancement	6%	18%	32%	11%
Scope of work	2%	4%	10%	25%
Corporate culture	2%	3%	4%	10%
Type of equipment or vehicles I would work on	2%	6%	10%	16%
Continuing education/training opportunities	4%	8%	11%	14%
Size of company	3%	4%	5%	5%
Ability to use the latest technologies	6%	8%	8%	9%

**Top 3 factors: pay, location and advancement opportunities.**

# Technician Wage Survey

	1	2	3	4
Pay and benefits	71%	11%	3%	1%
Location	5%	38%	17%	9%
Opportunities for career advancement	6%	20%	32%	9%
Scope of work	2%	3%	7%	27%
Corporate culture	2%	3%	4%	11%
Type of equipment or vehicles I would work on	2%	5%	10%	14%
Continuing education/training opportunities	4%	7%	13%	16%
Size of company	3%	4%	5%	5%
Ability to use the latest technologies	6%	8%	9%	8%

**Heavy-duty Trucking**

	1	2	3	4
Pay and benefits	62%	20%	2%	6%
Location	12%	36%	14%	6%
Opportunities for career advancement	8%	7%	30%	19%
Scope of work	4%	4%	11%	19%
Corporate culture	0%	0%	7%	9%
Type of equipment or vehicles I would work on	2%	7%	14%	13%
Continuing education/training opportunities	4%	11%	14%	6%
Size of company	2%	2%	5%	6%
Ability to use the latest technologies	6%	13%	5%	16%

**Agriculture**

	1	2	3	4
Pay and benefits	74%	9%	4%	1%
Location	4%	44%	13%	6%
Opportunities for career advancement	6%	17%	37%	14%
Scope of work	3%	3%	16%	24%
Corporate culture	2%	3%	4%	10%
Type of equipment or vehicles I would work on	3%	9%	10%	17%
Continuing education/training opportunities	2%	7%	6%	10%
Size of company	4%	0%	4%	3%
Ability to use the latest technologies	3%	6%	4%	15%

**Construction**

	1	2	3	4
Pay and benefits	77%	10%	4%	3%
Location	6%	40%	20%	7%
Opportunities for career advancement	4%	17%	28%	15%
Scope of work	1%	6%	16%	20%
Corporate culture	1%	1%	5%	8%
Type of equipment or vehicles I would work on	1%	4%	10%	23%
Continuing education/training opportunities	4%	11%	7%	11%
Size of company	1%	4%	5%	6%
Ability to use the latest technologies	6%	7%	8%	8%

**Automotive – cars and pickups**

Are there any other factors that are important to you when choosing a new job? Please explain.

### **Pay, benefits and career advancement**

- Job duties appropriate with pay
- What shift is available and paid time off
- Hours and days worked
- Hours
- Pay
- Benefits
- Job security
- Union membership
- To be honest, everything listed is highly important to me
- Opportunity and advancement
- I need more money. I can't even afford a home.
- Retirement benefits
- Location, benefits, time off, vacations, advancement
- Health care

### **Management**

- Good communication between management and employee
- The biggest factor for me is the person I work for. People don't quit jobs. They leave poor management.
- Relationship with managers to employees. Nobody wants to feel like the little guy to managers or bosses.
- Boss' or manager's attitude and range of general happiness at shop

- Management and how other guys are in the shop
- Good boss, coworkers
- How much micro managing is going on in the company

### **Corporate culture**

- Respectful, understanding, and trusting
- Friendly environment
- Loyalty
- Stability and the future of the company
- Atmosphere
- Work/life balance
- Professionalism
- Type of people
- Fit
- Family oriented company
- The appreciation of one's work that is lower than upper management and/or CEO level.
- Tech turnover rate. I like to see a lot of techs that have been there long term.
- How much does the company value my position
- How much the company values their technicians. Being appreciated and valued is really important.
- Good reputation
- Employee morale is very important to me



**Working conditions**

- Safety program and record
- Cleanliness of the shop. Size and number of bays
- How well you get along with co workers
- Stability
- Work environment needs to not be negative or focused on selling things that aren't needed.
- Location
- I would love to actually be able to work around other professionals that know and understand the industry to make the work flow easier
- People I work with

Would you take a technician job in a different industry?

■ Yes, if it was for more money . . . . .	<b>60%</b>
■ Yes, if it was near where I am currently living . . . . .	<b>35%</b>
■ Yes, if it would allow me to advance in my career even if the pay wasn't more . . . . .	<b>15%</b>
■ Yes, if the company would train me . . . . .	<b>27%</b>
■ No . . . . .	<b>11%</b>
■ Don't know . . . . .	<b>18%</b>

	Heavy-duty Trucking	Agriculture	Construction	Automotive
Yes, if it was for more money	60%	59%	53%	64%
Yes, if it was near where I am currently living	33%	36%	43%	43%
Yes, if it would allow me to advance in my career even if the pay wasn't more	16%	9%	19%	10%
Yes, if the company would train me	28%	20%	22%	26%
No	11%	9%	10%	12%
Don't know	17%	21%	16%	18%

**Most would pursue a job in a different industry for more money.**



Randall-Reilly is the leading B2B data company in trucking, construction, agriculture, and other industrial markets. Our proprietary data, with equipment-level intelligence, builds exclusive market insights and drives exceptional outcomes. More than 4,400 clients in sales, marketing, and recruiting utilize Randall-Reilly's data-driven platforms, services, and media to reach their audiences. Headquartered in Tuscaloosa, Alabama, the company also has offices in Charlotte, North Carolina, Anniston, Alabama and Draper, Utah.

---

[randallreilly.com](http://randallreilly.com)

 Agriculture |  Construction |  Driver Recruiting |  Diesel Tech Recruiting

 Lift Trucks |  Logging |  Machine Tools |  Office Equipment |  Printing |  Trucking |  Woodworking