**Industry Data**

Jorge Esteban Artalejo -IT support specialist

According to the information provided by the burning glass report my position of It support is not there but I assume it relates to Help desk officer which it comes in 5fth place

**IT Skills required**

* Microsoft Windows
* Customer service
* Technical support
* professional customer service.
* Microsoft Desktop Operating Systems and Applications
* Microsoft Windows Server Roles
* Microsoft Office 365 Administration
* Server and Network based Backup and Security Systems
* Networking Technologies – LAN, WAN, TCP/IP, DNS, DHCP, WLAN and VLAN
* Microsoft Desktop Operating Systems and Applications

**General Skills required**

* communication skills, both oral and written
* Analytical and logical problem-solving skills for identifying and solving technical problems
* Problem solving skills
* Ability to prioritise and delegate
* A keen eye for detail

In general, the skills required for this job rank pretty good some of the general skills like communication rank first with 44367 and problem solving being second with 16445, in IT skills, some of the skills required get a good score like Microsoft windows , technical support and customer service.

In conclusion all the skills required for this position are in a medium high level of demand. with about 743 jobs available in this year