**Industry Data**

Jorge Esteban Artalejo -IT support specialist

According to the information provided by the burning glass report my ideal 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 very high according to the burning glass report some of the general skills like communication rank first with 44367 and problem solving being second with 16445, on IT skills for my ideal job are Microsoft windows , technical support and customer service. These skills are in the report of IT Skill match with a very good number of number of positions available.

In conclusion all the skills required for this position are in a medium high level of demand.

The jobs vacancies for and IT support as in 2020 are 743 jobs available in this year according to the website seek.

Haven look at the information provided by the burning glass report I consider that I my opportunities to obtain a job in this field are very realistic, there are many positions available and knowing the skills they required, guides me in the direction that I need to study.