For an administrative, support, and training job, the top skill sets typically include:

**Administrative Skills**

1. **Organizational Skills:** Ability to manage multiple tasks, schedules, and documentation efficiently.
2. **Time Management:** Prioritizing tasks and managing time effectively to meet deadlines.
3. **Attention to Detail:** Ensuring accuracy in tasks like data entry, scheduling, and document preparation.
4. **Communication Skills:** Proficiency in written and verbal communication for drafting emails, and reports, and interacting with colleagues.
5. **Proficiency in Office Software:** Knowledge of tools like Microsoft Office Suite (Word, Excel, PowerPoint) and other administrative software.

**Support Skills**

1. **Customer Service:** Providing excellent support and resolving issues for clients or colleagues.
2. **Problem-solving:** Ability to troubleshoot issues and find effective solutions.
3. **Technical Support:** Understanding of basic IT troubleshooting, software support, and hardware assistance.
4. **Multitasking:** Managing various support requests and tasks simultaneously.
5. **Patience and Empathy:** Handling customer or client concerns with understanding and patience.

**Training Skills**

1. **Instructional Design:** Ability to create engaging and effective training materials and sessions.
2. **Presentation Skills:** Comfort with public speaking and presenting information clearly to groups.
3. **Learning Management Systems (LMS):** Familiarity with online tools for delivering and managing training programs.
4. **Coaching and Mentoring:** Guiding and supporting trainees through learning processes.
5. **Assessment and Feedback:** Evaluating trainee performance and providing constructive feedback.

These skills are essential for success in roles that involve administrative tasks, providing support, and conducting training sessions.

**For an IT Admin Support role, the top skill set and certifications that can enhance your** qualifications include:

Top Skill Set:

Technical Proficiency:

Operating Systems: In-depth knowledge of Windows, Linux, and macOS environments.

**Networking:** Understanding of LAN/WAN, TCP/IP, DNS, DHCP, VPNs, and firewall configurations.

**Hardware Knowledge:** Ability to troubleshoot and maintain servers, workstations, routers, switches, and other hardware.

**Scripting:** Basic scripting skills (e.g., PowerShell, Bash) for automating tasks.

**System Administration:**

Active Directory Management: Experience with user account creation, group policy management, and directory services.

Server Management: Proficiency in managing Windows Server, Linux Server, and virtualization platforms (e.g., VMware, Hyper-V).

Backup and Recovery: Experience with backup solutions, disaster recovery planning, and ensuring data integrity.

**Security:**

Cybersecurity: Knowledge of security protocols, threat management, encryption, and antivirus/anti-malware tools.

Compliance: Understanding of compliance standards (e.g., GDPR, HIPAA) and how to implement them.

**Customer Service:**

Helpdesk Support: Ability to provide timely and effective technical support to users, both remotely and on-site.

Communication Skills: Clear and concise communication with non-technical users, explaining complex technical issues in simple terms.

Problem-Solving: Strong analytical skills to diagnose issues, troubleshoot problems, and implement effective solutions.

**Project Management:**

Task Prioritization: Ability to prioritize and manage multiple tasks, projects, and deadlines.

Documentation: Keeping detailed records of configurations, procedures, and troubleshooting steps.

Training and Development: Training end-users on new systems, software, and best practices.

**Top Certifications:**

1. **CompTIA A+:** Foundational certification covering essential IT skills, including hardware, software, networking, and troubleshooting.
2. **CompTIA Network+:** Focuses on network infrastructure, operations, and security, providing a solid understanding of networking concepts.
3. **CompTIA Security+:** Entry-level cybersecurity certification that covers essential security concepts, risk management, and threat analysis.
4. **Microsoft Certified**: Azure Administrator Associate: Validates your ability to manage Azure resources, implement and manage storage, and secure identities.
5. **Microsoft Certified: Windows Server (MCSA):** Focuses on managing and maintaining a Windows Server environment, including Active Directory and server infrastructure.
6. **Cisco Certified Network Associate (CCNA):** Provides foundational knowledge in networking, including routing, switching, and network security.
7. **ITIL Foundation:** Focuses on IT service management, offering best practices for aligning IT services with business needs.
8. **VMware Certified Professional (VCP):** Specializes in managing and configuring VMware vSphere environments, a key virtualization technology.
9. **Certified Information Systems Security Professional (CISSP):** Advanced certification in cybersecurity, covering a broad range of security practices and principles.
10. **AWS Certified SysOps Administrator:** Validates your ability to deploy, manage, and operate Amazon Web Services (AWS) workloads.

These skills and certifications will make you a well-rounded candidate for an IT Admin Support role, demonstrating your technical expertise, problem-solving abilities, and commitment to professional development.