Information Technology Skills

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- Information Technology Skills refers to anything related to computing technology, such as networking, hardware, software, the Internet, or the people that work with these technologies.

- Also know as "IT" and it's a fast growing field to work in. There are many job titles in this profession and will continue to grow as technology improves.

- There are "IT" skills we will be focusing on.

Communication Skills

- Information and communication technology (ICT) is an another/extensional term for information technology (IT) which stresses the role of unified communications and the integration of telecommunications

- These guys focus on telephone lines, wireless signals, computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information.

Organizational Skills

- Organizational Skills - the ability to use your time, energy, resources, etc. in an effective way so that you achieve the things you want to achieve.
  - Creating and keeping deadlines.
  - Goal setting and meeting goals.
  - Decision making.
  - Making schedules.
- Having poor organizations skills can result in the lost of time, money, effort, and dedication.

Writing Skills

- Believe it or not, but having poor writing skills can result in your missing out on a lot of jobs. Many jobs require the workers constantly communicating with each other. Many times they will have to send emails, memo, business letters, and reports to their co-workers.

- If you can not clearly state and explain an issue, or even clearly explain how you will deal with an issue then that will damage your work performance.

Problem Solving

- **Solving** business **problems** in the **information technology** industry is a constant battle for many IT companies. There are so many issues when there is a technological breakdown that you can not find the problem just by looking at it.

- To make it easier they must studying and truly understand computers and how they operate. So they have to learn about the software, motherboard, servers, Central Processing Unit, Control Unit, ect.

- This requires a good understanding of math and a lot of computer classes

Troubleshooting

- Troubleshooting is a form of problem solving, often applied to repair failed products or processes on a machine or a system.

- Whenever you call someone to come to your house to fix your computer or other computer issues, the person that shows up is doing troubleshooting.

- These IT workers know almost everything there is about computers and make a lot of money fixing them.

- There also troubleshooting assistance software.

Project Management

- Project management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.
- The primary challenge of **project management** is to achieve all of the **project** goals within the given constraints.
- Everybody have to be able to work together safely and efficiently to make your everything get done quickly and correctly.

Planning

- Information technology planning is concerned with making the planning process for information technology investments and decision-making a quicker, more flexible, and more thoroughly aligned process.

- Remember that there's a lot of different possibilities to fixing a technical issues. The sooner they get fixed the better. In order to fix the problem quickly the IT guy should already have a plan on how to fix the problem.

Microsoft Windows

- **Microsoft Windows is a group of several graphical operating system families, all of which are developed, marketed, and sold by Microsoft.**
- Many of the computers and computer systems that companies operate with uses Microsoft Windows.
- The basics of learning Microsoft Windows is Microsoft Office. Microsoft Office includes: Word, Excel, PowerPoint, Assess, etc.

Research

- Research - the systematic investigation into and study of materials and sources in order to establish facts and reach new conclusions.

- "IT" guys will not also be able to know everything about each job so they need to know how to efficiently look up information to help them fix the issue.

- As a student, when you research, learn how to research more effectively. Just typing in a name on thing is not good enough.

Customer Service

- Even though they are paid to come fix your equipment, it's still very important for that person to be very respectful and have a great customer service.
- If the "IT" person is rude then he would give his company a bad repetition and it may cause people to call a different company to fix their issue next time.
- Keep in mind that there is other companies and they also can do a similar job as you, so you want to keep your clients happy as much as possible.