

The following text is very useful to understand key ideas about Information Technology (IT) skills.

2. Read carefully:



What Are Information Technology (IT) Skills?

IT skills (also known as **information technology skills**) are technical skills necessary to work within technical support, maintenance, and development. IT skills are a rather wide skill set that range from programming and database creation to providing general technical or help desk support. There are roles for people with IT skills in a great variety of areas of interest, and many levels of expertise.

Many technical skills require training and experience to master. They are also typically a type of hard skill. **Hard skills** are those that can be taught in a classroom, and can be defined, evaluated, and measured (as opposed to **soft skills**, which are personal attributes that help you succeed at work)

3. Match the concepts from the reading to their definitions:

Expertise

Programming

Training

Database

IT skills

Help desk support

Technical skills necessary to work within technical support, maintenance, and development.

The process or activity of writing computer programs.

Organized collection of structured information, or data, typically stored electronically in a computer system.

Department inside an organization that is responsible for answering the technical questions of its users.

Expert skill or knowledge in a particular field.

The process of learning the skills that you need for a particular job or activity.



Watch this interesting video about Hard and Soft skills:

4. According to the video, read the skills in the chart and classify them into Hard skills or Soft skills.

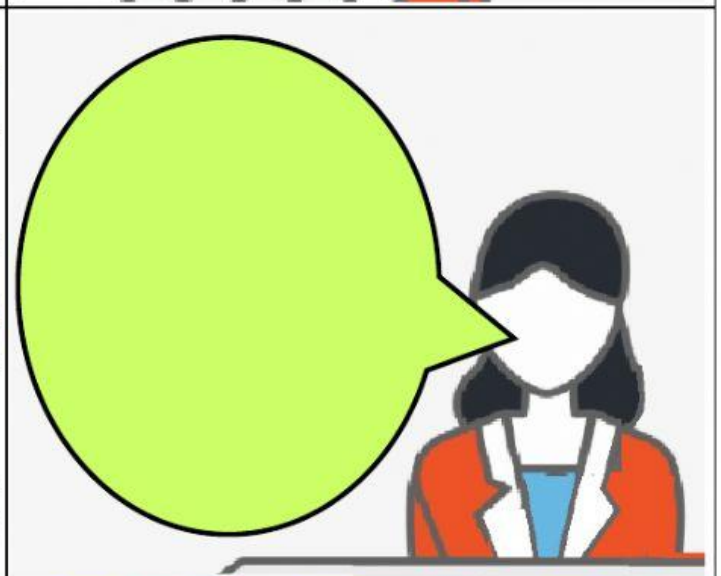
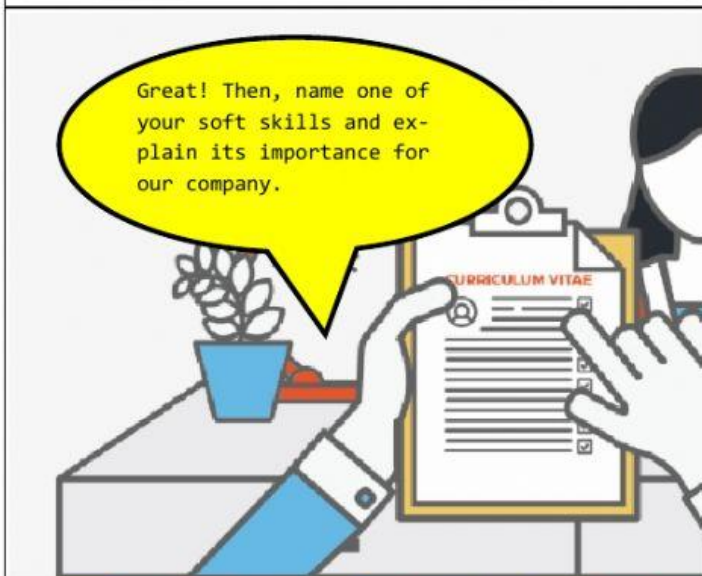


	Proficiency in a foreign language
	Leadership
	Problem solving
	Machine operating
	Programming
	Database creation
	Adaptability
	Time management
	Coding
	Teamwork
	Communication



5. Imagine that you are interested in applying for a job in a call center.

Answer the employer's questions:



6. In your next tutoring, tell your classmates about your main IT skills.

SELF- ASSESSMENT



How did I feel?... (¿Cómo me sentí?)	Yes (SI) 	Needs to improve (Necesita mejorar) 
Este taller me pareció atractivo en contenido y actividades.		
Este taller me facilitó el aprendizaje.		
Me sentí cómodo(a) y a gusto con el taller.		
Durante este taller pude repasar los temas vistos en los talleres previos.		

TODAY IS A
Great Day
TO BE
Amazing