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Up next on ATETV,Combining People Skills with Technical Skills for a Great Career. When it comes to hiring and promoting, most employers will tell you that soft skills are just as important as technical skills. The ability to articulate and translate complex technical concepts into clear business terms is key when it comes to a successful career.

When you're interested in an IT career, what you need to focus on are soft skills in addition to technical skills. When we look at a candidate for an entry-level position, we're going to go for the person who has the better communication skills and the ability to really articulate and be confident during the interview. The biggest myth is that only very smart, technical people are going to be successful in IT. Technical expertise is very important, but I'll tell you that communication skills and people skills and the ability to translate technology into clear business terms is a huge part of the job.

The most important thing is to take care of customer requests. When there is a problem, they want to know very quickly what the problem is, and they want to receive timely updates. Email is a huge part of IT. Hundreds of emails need to be reported upon or replied to every day.

I'm just trying to conference in some of our counterparts.

Okay.

There's a lot of collaboration that goes on. Sometimes there's value in discussing something with your peers to get to the root of the problem.

It could be stored on a server. So what I'm going to do --

You have to be willing to step out on the edge, come up with new, innovative ideas, and feel confident to be able to present those ideas to your peers and to your leadership. We constantly have to provide enough information so that everyone in the business is comfortable with understanding what progress has been made.

Take care.

Thank you.

All right.

Writing and communication skills are absolutely critical. And it's not only documentation internal to your team and technical documentation, it's documenting what you do and explaining it to your end users because they need to feel comfortable with the

technology that you're providing for them, so communication is absolutely critical.

Play as you see fit within your organization.

For more information on anything you've seen today, explore our website at atetv.org.

Thanks for watching.