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CORPORATE



## Information Technology

Covering a range of specialisations including IT, telecommunications and digital media, people working in information and communications technology are spread across all industries in Australia. With new technologies continually changing and shaping the sector, the industry requires a skilled workforce that can adapt to change, identify risks, and stay at the forefront of knowledge in emerging fields.



## Helping the ICT Industry cater for the demands of industry growth

There is an identified need to initiate workforce development programs to keep up with the forecasted increase in emerging technologies, connectivity and automation. Learning solutions that address the higher-level skills shortages created through these needs should also serve to attract and retain new workers from non-ICT occupations; whilst ensuring the material is relevant, ongoing, and meets both business and regulatory requirements.



### ICT workforce development needs

Some of the common industry development challenges that require an adaptable workforce with a life-long learning philosophy (to ensure skills remain current) include:

- Emerging technologies such as data analytics, security, IoT, cloud computing, application development, blockchain, and VR are continually changing the shape of the sector.
- Increased connectivity for engagement with consumers online; decreased demand for in-house ICT support; opportunities for those with disabilities to perform tasks; and increasing the need for online collaboration through virtual environments.
- Changes in workplace roles, including changes to organisational strategy and increasing risk management.
- Computerisation and automation is predicted to impact the whole of the Australian economy, with an estimated 44% of Australian jobs being impacted over the next 20 years.\*



Workforce size\*  
**600,000**



Aust. economy contribution\*  
**\$139b**

### The answer is in contextualised learning solutions

Because of the increasing technological changes, it is important to address the need for higher-level skills through contextualised solutions. Businesses require outcomes-focused programs that provide a contemporary approach to workforce professional development in priority skills-needs areas:

- Business management, leadership and project management
- Risk management and analytical thinking
- Planning and strategic thinking
- Digital literacy
- Collaboration (teamwork)
- Communication skills (written and verbal)
- Customer service (client)



Job Growth\*  
**2%**

If you would like to explore how Upskilled's Corporate Solutions can help your business's employee development, speak with one of our industry consultants today.

\*Industry Skills Forecast and Proposed Schedule of Work - ICT (2017)  
Australia's Digital Pulse - Policy priorities to fuel Australia's digital workforce boom (2017)