

# INFORMATION TECHNOLOGY SKILLS REQUIRED BY SECRETARIES FOR GLOBAL SERVICE MARKET

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## **ABSTRACT**

*It is a well established fact that the world has become a global village as a result of advances in technology. In view of this, it is necessary for secretaries to be up-to-date in their professional practices in this era of globalization of service market in order to remain relevant in the global service market. Secretarial profession in the globalised market has become technology driven and highly competitive. The paper discussed the concept of information technology, globalization and the characteristics of the global market, skills required of secretaries in the global market were enlightened. It was concluded that secretaries need new office technology skills for them to remain competitive and relevant in a globalized market. Recommendations were also made.*

*Keywords: **Information technology, skills required by secretaries, global service market***