

# **Jobs, skills and opportunities, pre- and post-confinement**

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## 1.0 Introduction

- Covid 19 has resulted in extreme disruption in labour markets, such that the landscape pre- and post-confinement is different. Mauritius being intricately weaved in the global trade system, is being frontally adversely impacted.
- The confinement and the pandemic have brought significant adverse changes to labour markets, both nationally and internationally, thus negatively impacting our socio-economy. Economic growth will be severely dented, with consequential impacts on the local labour market. It is here acknowledged that sectors that are export-oriented (services and products) will be more severely affected.
- Given the uncertainty surrounding the epidemiological growth of the pandemic, policy-making becomes more complex and business growth and development becomes more uncertain.
- With increased uncertainty, the country, the private sector and the society in general are navigating uncharted waters, making decision-making more challenging.
- Bearing the above realities and caveats into consideration, this report aims at:
  - giving an apercu of the situation of the jobs in demand pre- and post-confinement period,
  - providing some pointers to aid on policy formulation.

## 2.0 Methodology and caveats

- The HRDC completed the skills studies in 2018, using a sample of 1326 enterprises, covering the following industrial sectors (as per NISC):
  - Construction
  - Textile and apparel
  - Manufacturing
  - Wholesale and retail trade, repair of motor vehicles and motorcycles
  - Tourism, Hospitality & Recreational activities
  - Financial & Insurance intermediation
  - ICT/BPO
  - Agriculture, hunting, forestry & fishing
  - Transport, storage & communications
  - Professional, scientific and technical activities.
- Data was collected across the following occupational groups (as per NASCO):
  - Managers
  - Professionals
  - Technicians & Associate professionals
  - Clerical Support Workers
  - Service workers & sales workers
  - Skilled agricultural, forestry and fishery workers
  - Craft & related trades workers
  - Plant and machinery operators & assemblers
  - Elementary occupations
- A structured questionnaire was used to collect relevant information, and one section queried on scarce jobs up to 2020. This gives an indication of the demand for jobs pre-confinement from an overall perspective and across occupational groups. Colour codes have been used to qualitatively

indicate jobs with low, medium and high demand. It is important to note that high demand does not necessarily mean high numbers.

- Given the current uncertainty, a qualitative approach has been used to have an indication of demand for jobs post-confinement on a sectoral basis and across occupational groups. A desk review was also conducted to also identify new jobs globally, from a sectoral perspective, and which could find opportunities in Mauritius. It is important to note here that there will be limited space and scope for job creation in the short to medium term and that a series of enabling conditions need to be satisfied for creation of such to be materialised. Section 4.0 provides an aperçu of the job vacancies pre-confinement, post-confinement and also new potential jobs that could be established if enabling conditions are present.
- Section 5.0 gives an indication of the occupational categories per various sectors.
- Section 6.0 of the report presents the growth in gross value added and corresponding net growth in jobs, averages over the years 2015 to 2018.

### 3.0 Demand for jobs up to 2020 (2018-2020) pre-confinement

#### 3.1 Summary across industry and occupational groups

- Table 1.0 summarises the forecasted number of vacancies by industrial group and industrial sectors.

Table 1: Forecasted number of vacancies per industrial group

Industrial groups	Number of vacancies
Construction	1,500
Textile and apparel	450

<b>Manufacturing</b>	1,567
<b>Wholesale &amp; retail trade</b>	1,479
<b>Tourism, Hospitality &amp; Recreational activities</b>	1,419
<b>Financial &amp; Insurance intermediation</b>	474
<b>ICT/BPO</b>	4,375
<b>Agriculture, hunting, forestry &amp; fishing</b>	645
<b>Transport, storage &amp; communications</b>	474
<b>Professional, scientific and technical activities</b>	931
<b>Total</b>	13,314

- The “ICT/BPO” sector was projected to recruit more people (33% of total), followed by “Manufacturing” (12%), “Construction” (11%), “Wholesale & Retail Trade” (11%) and “Tourism, Hospitality & Recreational activities” (11%).
- Table 2.0 gives the forecasted number of vacancies by occupational group

Table 2: Forecasted number of vacancies per occupational group

<b>Occupational group</b>	<b>Number of vacancies</b>
<b>Managers</b>	176
<b>Professionals</b>	1,377
<b>Technicians &amp; Associate professionals</b>	805
<b>Clerical Support Workers</b>	1,313
<b>Service workers &amp; sales workers</b>	6,004

<b>Skilled agricultural, forestry and fishery workers</b>	229
<b>Craft &amp; related trades workers</b>	864
<b>Plant and machinery operators &amp; assemblers</b>	1,345
<b>Elementary occupations</b>	1,201
<b>Total</b>	13,314

- The majority of vacancies was in the “Service and sales workers” (45%), followed by “Professionals” (10%), “Plant and machines operators & assemblers” (10%) and “Clerical Support workers (10%).

## 4.0 Sectoral breakdown:- pre-confinement and post-confinement with opportunities

### 4.1 ICT/BPO

#### 4.1.1 Pre-confinement

- ICT/BPO had the largest number of vacancies. It was expected that this sector will recruit some 4,375 persons in the period 2018-2020, and 75.4% of them would be for the BPO sub-sector. **Error! Reference source not found.**3 provides a list of the most common job titles for which vacancies would exist.

Table 3: Most common vacancies for the ICT/BPO sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
Service & sales workers	Hotliners/ Tele-agent/ Customer service agent	3,256	SC/ HSC	Good communication, foreign languages, computer literate, customer service
Professionals	Software Developer	101	Degree in the field	Technical skills, analytical skills, programming, handling database
Professionals	Back office coordinator	60	SC/ HSC	Good communication skills, flexible
Technicians and associate professionals	IT technician	40	CCNA/ NTC3 in Electro Technical/ Degree in IT	Electronic & board repair, team work, analytical, flexible
Professional	Web Developer	36	Diploma/ Degree	Programming, technical skills, good communication, bilingual
Professional	Software Engineer	35	Degree/ Master in Computer Science	Java programming, technical skills, creativity, innovative, time management,

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
				good attitude, responsible, flexible

#### 4.1.2 Post-confinement

Table 4: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[1] 3D Artist, VR Enthusiasts</b>	Professionals	Degree in IT and IT related courses	[1] Graphic tools
<b>[2] AI specialist</b>	Professionals	Degree in IT and IT related courses	[1]Leadership [2]Computational Thinking [3]Communication [4]Transdisciplinary Thinking [5]Foundational cybersecurity and IT knowledge [6] Understanding of a basic risk management methodology
<b>[3]Blockchain Developer</b>	Professionals	Degree in IT and IT related courses	[1]Coding skills [2]Communication skills [3]Knowledge in web services
<b>[4] Business Analyst</b>	Professionals	Degree in IT and IT related courses	[1]Basic knowledge in business [2]Marketing and be familiar with computer/statistical software (at least perform data analysis using excel).
<b>[5]Business Intelligence Analyst</b>	Professionals	Degree in IT and IT related courses	[1]Database skills [2]Data analysis skills, [3]Data visualisation
<b>[6]Business Intelligence Developer</b>	Professional	Degree in Computer Science or any related field	[1] Exposure in one of the following technologies: Business Intelligence (BI), Business Object (BO), SAS, Informatica, DataStage,

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
			SSIS, Cognos, Essbase, OLAP, Qlikview, SAP BI [2] Ability to integrate an existing team in order to complete assignments successfully [3] Good French communication skills (written and oral) Ability to work under pressure
<b>[7] Coder, Programmer , Coding Designer</b>	Technicians and associate professionals	Degree in IT and IT related courses	[1] Mathematical skills [2] Basic IT [3] Creativity
<b>[8] Computer Support Specialist, Computer Support Technician</b>	Technicians and associate professionals	Diploma in IT	[1] Interpersonal and problem-solving skills [2] Administration and troubleshooting skills
<b>[9] Chatbot Developer (Developing chatbot)</b>	Technicians and associate professionals	Degree in IT	[1] Basic IT literacy [2] Creativity [3] Analytical Skills
<b>[10] Creative freelancer / designer</b>	Technicians and associate professionals	A level + training in designer tools	[1] Creativity [2] Communication [3] Organizational Skills [4] Multitasking [5] Accuracy [6] Analytical Skills
<b>[11] Customer Service Agent</b>	Service and Sales workers	SC	[1] Customer Service Skills
<b>[12] Cybersecurity analyst/expert</b>	Professionals	Degree in IT and IT related courses	[1] Understanding of web technologies (HTTP, HTML, JS, ...) [2] Communication [3] Creative Thinking [4] Problem Solving [5] Infrastructure Support
<b>[13] Data Analyst</b>	Professionals	Degree in IT and IT related courses	[1] Retail analytics [2] proficient in reading, written and spoken English [3] Predictive Analytics [4] data analysis techniques
<b>[14] Desktop publisher</b>	Technicians and associate professionals	Diploma in IT and IT related courses	[1] Computer skills [2] Publishing software

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[15] Digital marketer, marketing executive</b>	Professional	Diploma in Marketing	[1]IT Skills [2]Mix of creativity and analytical abilities [3]Visual storytelling abilities [4]Understanding of WordPress [5]Ability to analyze quantifiable metrics [6]Basic design skills [7]Paid social media advertising expertise [8] Sales skills
<b>[16] Graphic Designer</b>	Technicians and associate professionals	Diploma in graphic design	[1]Digital-based graphics
<b>[17] Java Programmer/Analyst – Junior Level</b>	Technicians and associate professionals	SC	[1]Basic IT literacy [2]Highly analytical, critical and creative thinking skills.
<b>[18] Junior Cybersecurity Officer</b>	Technicians and associate professionals	A-level	[1]Project Management Skills [2]Problem solving skills
<b>[19] Platform Support Agent</b>	Technicians and associate professionals	[1] A-Level [2] Training in coding	[1]Coding skills [2]Communication skills [3]Knowledge in web services
<b>[20] Technical Client Services Technician</b>	Technicians and associate professionals	Diploma in IT	[1]Strong organizational and multitasking skills. [2]Strong written communication skills. [3]Active learning skills [4] Ownership and empathy in providing a customer with the service
<b>[21] IT Trainer (Freelancer)</b>	Professionals	[1] Master's Degree, IT Related field [2]Post Graduate Diploma in Education is an advantage	[1]Teaching experience would be an advantage [2]Desire and ability to quickly learn and communicate new concepts effectively. [3]Strong presentation and communication skills. [4]Experience using MS Office and web collaboration tools.

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
			[5]Knowledge of Software Development [6]Sound knowledge of technologies like NET, Web, Java , AngularJS, Android, iOS etc [7]Have experience with databases like MySQL, SQL SERVER and Oracle.
<b>[22] UX designer</b>	Technicians and associate professionals	Diploma in graphic design	[1]Communication [2]Computational Thinking [3]Creative Thinking [4]Market Research
<b>[23] Web Developer</b>	Professional	Degree in IT and IT related courses	[1]Mathematical skills [2]Basic IT [3]creativity
<b>[24] SEO Expert</b>	Professional	Degree in IT and IT related courses	[1]Mathematical skills [2]Creativity
<b>[25] Web marketer</b>	Professional	Degree in IT and IT related courses	[1]Mathematical skills [2]Creativity
<b>[26] Customer Technical Support</b>	Technicians and associate professionals	Higher School Certificate, A-Level or BAC,	[1]Good time management, and organizational skills [2]Proactive, self-motivated and determined attitude. [3]Results orientated and problem solving skills.
<b>[27]Service Desk Analyst</b>	Technicians and associate professionals	At least a diploma in IT or equivalent.	[1]Excellent communication skills [2]Experience supporting Office 365
<b>[28] Senior Engineer Database</b>	Professional	An Engineering degree in the area of ICT	[1]Sound Knowledge on SQL Language and relational database concepts [2]Communication [3]Computational Thinking [4]Creative Thinking
<b>[29] Cloud System Administrator</b>	Professional	Bachelor's degree in Computer Science, Engineering, Math	[1]IT Proficient: Networking, Linux, VMWare, Windows, Netbackup [2]Exemplary time management, organizational and communication skills.

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
			<p>[3]Excellent customer service skills are required.</p> <p>[4]Proactive, self motivated and determined attitude.</p> <p>[5]Ability to work under pressure and to multi-task.</p> <p>[6]Good interpersonal, team bonding and leadership skills.</p> <p>[7]Good IT/communications background and problem solving skills.</p> <p>[8]Experience implementing, migrating, managing, and operating systems/applications in an enterprise cloud computing environment</p>
<b>[30] Senior Unix Administrator</b>	Professional	Degree in Computer Science or any related fields	[1]Experience with Windows and Linux
<b>[31] System Administrator</b>	Professional	<p>[1] Diploma in IT</p> <p>[2] Windows Server Certifications</p>	<p>[1]Excellent English-written and spoken</p> <p>[2]Excellent problem solving and analytical skills</p> <p>[3]Excellent interpersonal and communication skills</p> <p>[4]Excellent analytical and problem solving skills</p>
<b>[32] IT Security Analyst</b>	Professional	[1] Degree in Information Technology/Information Systems/ Computer Science	<p>[1]Good written and oral communication</p> <p>[2]Interpersonal</p> <p>[3]Analytical skills and organisational abilities</p> <p>[4]Experience of information security domains</p> <p>[5] Good understanding of the latest security practices, identification and management of vulnerabilities and threats</p>
<b>[33] Senior Application Support Analyst</b>	Professional	[1] Diploma or Degree in Computer Science, Engineering, or relevant	[1]Excellent analytical and problem solving skills.

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[34] Senior Software Test Engineer</b>	Professional	Degree holder in IT/IT related fields	[1]Excellent analytical and problem solving skills.
<b>[35] Server Systems Engineer</b>	Professional	Education to Diploma standard or equivalent relevant work experience	[1]Ability to communicate effectively in English both orally and in writing [2]Good technical knowledge of Microsoft Server OS and associated software components. [3]Ability to communicate effectively in English both orally and in writing.
<b>[36] Senior Full Stack Developer</b>	Professional	Degree holder in IT/IT related field	[1]Excellent analytical and problem-solving skills [2]Experience of writing secure applications and coding defensively
<b>[37] Senior Security &amp; Hosting Engineer</b>	Professional	Degree holder in IT/IT related field	[1]Customer-oriented attitude, good verbal and written communication in English. [2]Basic knowledge of .Net Experience with application virtualization platforms [3]Basic knowledge of .Net Experience with application virtualization platforms
<b>[38] Database Administrator</b>	Professional	BS degree in Computer Science or other relevant area	[1]Solid experience with database standards and end user applications [2]Good knowledge of database design, documentation and coding [3]Knowledge of programming languages API

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[39] Test Engineer</b>	Professional	Bachelor in Information Systems, Computer Science or any related degree courses	<p>[4]Strong problem solving skills, with algorithmical thinking</p> <p>[1] Strong analytical skills.  [2]Good communication skills both English &amp; French.  Strong basic technical skills: Windows, Linux, Apache, JBoss, LDAP, SQL.  [3]Curiosity, willingness to learn new things  [4]Open-mindedness, ability to embrace change and face unexpected difficulties.</p>
<b>[40] Business Object Developer</b>	Professional	Degree in Computer Science or any related field.	<p>[1]Experience on Business Object, BI4, WebI, UDT, IDT, CMC or ETL.  [2]Good communication skills (written and oral)  [3] Ability to work under pressure  [4]Analytical Skills</p>
<b>[41] Backup &amp; Storage Engineer</b>	Professional	Degree holder in Information Technology / Computer Science or other relevant field	<p>[1]Experiences in backup and storage.  [2]Comprehensive and expert knowledge of backup architecture and its hardware/software products.  [3] Fluent in English / French.</p>
<b>[42] SAP Consultant</b>	Professional	Degree holder in Information Technology / Computer Science or other relevant field	<p>[1]Good written and oral communication skills (French and English).  [2]Ability to understand functional documents and come up with a technical document. Design, build, test and deploy SAP ABAP technical solutions.  [3] Independent thinkers  [4] Good presentation  [5]Problem Solving problems</p>

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[43] Supply Chain Advisory Analyst</b>	Professional	Degree in procurement or supply chain management, or any other relevant field of study.	<ul style="list-style-type: none"> <li>[1]Excellent communication skills in both English and French (both written and spoken)</li> <li>[2]Team Player</li> <li>[3]Experience in SAP will be an advantage</li> <li>[4]Strong analytical skills and efficient planning skills</li> <li>[5]Reliable</li> <li>[6]Autonomous</li> <li>[7]Structured and well-organized way of working</li> <li>[8]Attentive to details</li> <li>[9]Good Listening skills</li> <li>[10]Proactive</li> <li>[11]Problem solver</li> </ul>
<b>[44] Mobile App Developer</b>	Professionals	Bachelor's degree in web and IT project management   BSC in Computer Science	<ul style="list-style-type: none"> <li>[1]Be rigorous, agile and responsive</li> <li>[2]Initiative, responsibility and organizational skills</li> <li>[3]Be autonomous, curious, serious, motivated and dynamic</li> <li>[4]Teamwork and good interpersonal skills</li> <li>[5]Experience in the development of mobile applications</li> </ul>
<b>[45] Digital Project Manager</b>	Manager	Bachelor Degree or Diploma in a related field is favorable	<ul style="list-style-type: none"> <li>[1]Excellent interpersonal, written / oral communication skills</li> <li>[2]Creative</li> <li>[3]Must be able to communicate clearly</li> <li>[4] Planning, organizing and leadership skills</li> <li>[5]Ability to work independently without supervision</li> <li>[6]Ability to work within a team</li> <li>[7]High level of integrity and dependability with a strong</li> </ul>

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[46] Network Engineer</b>	Professional	<ul style="list-style-type: none"> <li>[1] Degree in IT related field</li> <li>[2] Certifications e.g. Cisco Certified Network Administrator (CCNA) or other technical training related to the job</li> </ul>	<p>sense of priority and results-orientation.</p> <ul style="list-style-type: none"> <li>[8] Highly motivated</li> <li>[9] An understanding of the latest industry trends, Social Media and Content Management Systems</li> </ul> <ul style="list-style-type: none"> <li>[1] Knowledge of Wireless infrastructure;</li> <li>[2] Troubleshooting skills;</li> <li>[3] Documentation writing;</li> <li>[4] Stress resistant and communicative team player;</li> <li>[5] Thinking outside the box to find solutions, take initiative to propose optimizations;</li> <li>[6] Agile working</li> </ul>
<b>[47] PHP Developer</b>	Professional	<ul style="list-style-type: none"> <li>University degree in Computer Science, Engineering or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>[1] Problem solving skills</li> <li>[2] Knowledge of object-oriented concepts and design patterns</li> <li>[3] Good knowledge of PHP</li> <li>[4] Good knowledge of HTML, CSS, JavaScript</li> <li>[5] Good knowledge of relational databases</li> <li>[6] Comfortable working with Linux based operating system</li> <li>[7] Fluency in English (written and spoken)</li> <li>[8] Knowledge of Java</li> </ul>
<b>[48] Test Engineer</b>	Professional	<ul style="list-style-type: none"> <li>Bachelor in Information Systems, Computer Science or any related degree courses</li> </ul>	<ul style="list-style-type: none"> <li>[1] Strong analytical skills.</li> <li>[2] Good communication skills both English &amp; French, for deliver sharp, specific, usable written materials (test plans, bug reports, issues description, feedback on specs, etc).</li> </ul>

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
			[3]Strong basic technical skills: Windows, Linux, Apache, JBoss, LDAP, SQL. [4]Curiosity, willingness to learn new things, resilience to uncertainty [5]Ability to grab and interpolate partial information from various sources and perspectives. [6]Open-mindedness, ability to embrace change and face unexpected difficulties.
<b>[49] IT technician</b>	Technicians and associate professionals	Degree ICT	[1]Computer literate [2]Technical skill

#### 4.1.3 New jobs with potential

Table 5: New jobs with opportunities

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
<b>[1] Chief Digital Officer</b>	Professionals	Bachelor's and/or advanced degree in Computer Science, Business, Engineering, Mathematics, Informatics, Information Systems, or other related fields	[1]Strong project management skills [2]Excellent oral and written communication skills, ability to interact and present effectively with all levels of management
<b>[2] Digital Forensic Specialist</b>	Professionals	Bachelor's degree in cyber/digital forensics, computer engineering, computer science, or other closely related IT discipline.	[1]Experience performing forensic investigations, malware reverse engineering, cyber security incident response.
<b>[3] AI architect</b>	Professionals	[1]Master's degree in computer science, data science or AI [2]Past experience working in data or analytics	[1]Strategic thinking, time management and organizational skills [2]Knowledge of AI application programming [3]Experience with change management

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
<b>[4] C++ Developer</b>	Professional	Degree holder in IT/IT related field	<p>[1]Experience in optimising the performance of desktop / mobile -3D in Unreal</p> <p>[2]Ability to meet deadlines</p> <p>[3]Ability to work well in a team</p> <p>[4]Able to work from own initiative with strong problem solving abilities</p> <p>[5]Keen to share knowledge, mentor and support the development of less experienced team members</p> <p>[6] Strong communication skills – effective listening, confident in proposing ideas and excellent written work</p>
<b>[5] Robotic Process Automation Developer</b>	Professional	<p>[1]Bachelor Degree in Computer Science , Information Systems or Equivalent</p> <p>[2]Experience with applying Artificial Intelligence to RPA</p>	<p>[1]Business Acumen</p> <p>[2]Critical Thinking</p> <p>[3]Drives continuous improvement and efficiencies beyond own scope of responsibility</p> <p>[4]Solid and user computing skills, for example intermediate spreadsheet user or similar</p> <p>[5]Good communication skills with the ability to present technical details to a non-technical audience;</p> <p>[6]Good written skills with the ability to produce clear and concise documentation;</p>
<b>[6] Node.Js Developer (Blockchain/Gaming)</b>	Professional	Bachelor Degree in Computer Science , Information Systems or Equivalent	[1]Experience working in a comparable software development role

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
			<p>[2]Expertise in coding efficient, object-oriented and modularized software</p> <p>[3]Experience with relational databases or non-relational, especially NoSQL</p> <p>[4]Knowledge of JavaScript / jQuery, HTML and CSS</p> <p>[5]Some knowledge on Linux environments</p> <p>[6]Ability to work with minimal supervision</p> <p>[7]Good communicator in verbal and written English</p>
<b>[7] Blockchain Developer/Engineer</b>	Professional	Bachelor Degree in Computer Science, Information Systems or Equivalent	<p>[1]A strong desire to learn new things and enthusiasm for new technologies</p> <p>[2]Ability to work on complex architectures both independently and in an agile team</p> <p>[3]Very good English language skills.</p> <p>[4] Knowledge of Frontend Web Development (e.g., HTML, JavaScript and CSS/SASS)</p> <p>[5]Experience with public cloud infrastructures</p>
<b>[8] DevOps Engineer</b>	Professional	<p>[1]Bachelor's Degree or equivalent experience in IT</p> <p>[2] Strong knowledge of HTML, CSS and others</p>	<p>[1]Good communication skills (English)</p> <p>[2] strong analytical and problem-solving skills</p> <p>[3]Deep knowledge of .NET development</p>
<b>[9] Frontend React/Javascript Developer</b>	Professional	[1]University degree in Computer Science, Engineering or equivalent	<p>[1]Problem solving skills</p> <p>[2]In-depth knowledge of modern Web technologies – Javascript, React, Redux.</p>

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
			<p>[3]Ability to work in large, collaborative teams to achieve organizational goals, and passionate about building an innovative culture</p> <p>[4]Understanding of software skills such as business analysis, development, maintenance and software improvement</p>
<b>[10] Software engineer- Crypto currency</b>	Professional	<p>[1]BSc in Computer Science or equivalent degree</p> <p>[2]Experience designing, developing, and supporting mission critical, high-performance applications.</p>	<p>[1]Experience with scripting languages, such as Python or Ruby</p> <p>[2]Excellent communication skills</p> <p>[3]Demonstrated problem-solving skills and attention to detail</p> <p>[4]Solid knowledge of object-oriented programming and design</p> <p>[5]Experience with multithreading, real-time systems and socket programming</p>
<b>[11] IoT developer</b>	Professional	<p>[1]BSc or equivalent in IT / Computer Science / Electronics.</p>	<p>[1]Good knowledge of C / C ++, embedded Linux, network programming, client-server and wireless application development.</p> <p>[2]Experience in Embedded hardware &amp; sensors technology - 1 - 2 years experience</p> <p>[3]Knowledge and experience applying Agile software development processes</p> <p>[4]Experience with DevOps principles</p> <p>[5]Good communication skills (verbal and written)</p>

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
<p><b>[12] Chatbot Developer (AI Chatbot Conversation Designer)</b></p>	<p>Professional</p>	<p>Bachelor's degree computer science, electronics engineering or other engineering or technical discipline is required</p>	<p>[1]Ability to code in basic languages such as HTML, CSS and Javascript  [2]Proficiency in using MS Office and G-Suite Products Experience in Google Dialogflow or Azure (Microsoft Cloud) AI  [3]Understand design and know the difference between UX and UI (Graphical and Voice)  [4]Empathy for user experience  [5]Results-oriented  [6]Excellent writing skills  [7]Ability to work within cross functional team and handle multiple projects following agile methodology with short deadlines</p>
<p><b>[13] Associate AI Developer</b></p>	<p>Professional</p>	<p>[1]BS or MS in engineering, computer science, or a related discipline or equivalent experience  [2]Experienced in data reporting and visualization software/tools is required</p>	<p>[1]In-depth knowledge of either Java or C++.  [2]Demonstrated leadership skill  [3]Self-motivated and results-oriented  [4]Exceptional communication skills  [5]Effective networking skills  [6]Demonstrated critical thinking and problem-solving skills  [7]Demonstrated experience in design and debugging of asynchronous (e.g. multi-threaded) systems.  [8]Experience in one or more of the following: robotic software, human behavior modeling, multi-agent systems, social</p>

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
			simulation, intelligent user interfaces, complex adaptive systems, decision support systems, simulation, data fusion.
<b>[14] Digital Learning Developer</b>	Professional	Bachelor's Degree in instructional technology, educational technology, distance education, computer sciences, digital media or graphic design or related field required	[1]Instructional design qualifications with a strong level of technical and creative design knowledge [2]Ability to develop and write training content [3]Learning solution architecture experience [4]Good visual design skills and the ability to storyboard [5]Knowledge of Learning Management Systems (LMS) capabilities and limitations [6]Attention to detail and accuracy [7]Strong problem solving and critical thinking skills [8]Functional/Technical skills [9]Written/Oral Communication

## 4.2 Manufacturing (Non-Textile)

### 4.2.1 Pre-confinement

- The total number of vacancies for this sector is expected to be 1,567 for the years 2018-2020, with 'machine operators' accounting for around 20% of the total. Table 6 is a summary of the most common job titles that would be demand during 2018-2020.

Table 6: Most common vacancies for the Manufacturing (Non-Textile) sector for the period 2018-2020

Job Title	Occupational group	Number of vacancies	Qualifications required	Skills required
Factory machine operator	<b>Plant and machines operators &amp; assemblers</b>	300	Literate/ Form 3/ NTC 3	Technical skills, mechanical skills, analytical skills, flexible, reliable
Carpenters	<b>Craft &amp; related trades workers</b>	173	Form 3/ Vocational	Knowledge in woodwork and cabinet making, attention to details, ability to learn, team work
Infographiste	<b>Professional</b>	40	HSC	Technical skills, good attitude
Welders	<b>Craft &amp; related trades workers</b>	30	Form 2/ NTC 1-3	Metal sheet work, technical skills, team work, good communication
Mechanic	<b>Plant and machines operators &amp; assemblers</b>	20	Vocational/ BTS- "Brevet de technicien superieur"	Reparation of factory machines

### 4.2.2 Post-confinement

Table 7: Jobs in demand post COVID-19

Jobs in demand Post-confinement <sup>19</sup>	Occupational group	Qualifications	Skills in demand
<p>[1] supply chain technicians</p> <p>- High importance in medium numbers within 6 and 12 months</p>	Technicians and associate professionals	Minimum diploma/Degree in supply chain management	<p>[1]Ability to accelerate deployment of Industrial IoT</p> <p>[2]Sensing</p> <p>[3]Data visualization</p> <p>[4]Remote collaboration tools</p> <p>[5]AI-based insights</p>
<p>[2] Boulanger / Baker</p> <p>- High importance in high numbers within 6 months</p> <p>- High importance in low numbers within 12 months</p>	Craft and related trades workers	CPE and baking skills	<p>[1] Work Under Pressure</p> <p>[2]Able To Work Odd Hours</p>
<p>[3] Health &amp; Safety Officers</p> <p>- High importance in high numbers within 6 months</p> <p>- Low importance in low numbers within 12 months</p>	Professionals	Min SC	<p>[1]Good communication and attitude</p> <p>[2]Problem solving skills</p> <p>[3]First aid knowledge with ICT skills</p>
<p>[4] Web designers for digital marketing (Online platforms, e-commerce)</p> <p>- High importance in low numbers within 6 months</p> <p>- Low importance in low numbers within 12 months</p>	Professionals	<p>[1]Msc in computer science</p> <p>[2]BSC web development</p>	<p>[1]Web developing skill</p> <p>[2]Communication skill</p> <p>[3] ICT and technical skill</p>
<p>[5] Supply chain consultants</p> <p>- High importance in low numbers within 6 months</p>	Professionals	Degree	<p>[1]Ability to reorganize a supply chain</p> <p>[2]Remote working capabilities</p> <p>[3]Planning and management skills</p> <p>[4]Proactive</p> <p>[5]Innovative</p>

Jobs in demand Post-confinement <sup>19</sup>	Occupational group	Qualifications	Skills in demand
<p><b>Medium importance in low numbers within 12 months</b></p> <p>[6] HR and training consultants (freelance)</p> <p><b>- High importance in low numbers within 6 months</b></p> <p><b>- Low importance in low numbers within 12 months</b></p>	Professionals	Degree	<p>[1] Remote working capabilities</p> <p>[2] Ability to reorganize work</p> <p>[3] Redesign jobs</p> <p>[4] Reshape business strategy</p> <p>[5] Ability to make a paradigm shift in the workplace to improve on multitasking, efficiency, staff engagement and HR Asset Management</p> <p>[6] Advise on reskilling/upskilling and skill development</p>
<p>[7] Packers</p> <p><b>- High importance in high numbers within 6 and 12 months</b></p>	Service and sales worker	CPE/Form 3	<p>[1] Packing skills</p> <p>[2] Wrapping skills</p> <p>[3] Hygiene</p> <p>[4] Health and Safety</p>

### 4.2.3 New jobs with potential

Table 8: New jobs with opportunities

New jobs with opportunities in Manufacturing	Occupational group	Qualifications	Skills in demand
<p>[1] Delivery technicians (grocery delivery business)</p> <p><b>-High importance in high numbers within 6 months</b></p> <p><b>-Medium importance in low numbers within 12 months</b></p>	Craft and related trades workers	CPE	<p>[1] Flexible working hours</p> <p>[2] Driving license</p>

New jobs with opportunities in Manufacturing	Occupational group	Qualifications	Skills in demand
<p>[2] Dairy technicians (Milk and related products delivery business)</p> <p>-Medium importance in medium numbers within 6 and 12 months</p>	<p>Craft and related trades workers</p>	<p>CPE</p>	<p>[1]Flexible working hours [2]Driving license</p>

## 4.3 Construction

### 4.3.1 Pre-confinement

- The sector was expected to recruit some 1,500 people for the period 2018-2020. The figures do not include jobs associated with the metro project. The jobs described in the table below will be in large demand.

Table 9: Most common vacancies for the Construction sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
<b>Craft &amp; related trades workers</b>	Mason	133	Literate/ Primary level/ SC/ Vocational/ City and Guilds	Measurement, reading house plan, team work, physically fit, punctual
<b>Craft &amp; related trades workers</b>	Electrician/ Plumber	115	SC + NTC1-3	Technical skills, knowledgeable on HVAC, attention to details, good attitude
<b>Technicians and associate professionals</b>	Supervisor	50	SC/HSC/ Vocational qualification/ Degree	Technical skills, computer literate, leadership, supervisory skills, organisational skills
<b>Elementary occupations</b>	Helper	35	Literate/ CPE/ Form 3/ Vocational	Strength, proactive, multi-tasking, dynamic
<b>Technicians and associate professionals</b>	Water proofers	30	Form 3/4	No requirement
<b>Professionals</b>	Engineers	28	Diploma/ Degree	Technical skills, management skills, leadership, analytical, critical,
<b>Plant and machines operators and assemblers</b>	Machine operators	23	Literate/ Form 3+ Vocational/ HSC	Technical skills, mechanical skills, basic literacy and communication skills

### 4.3.2 Post-confinement

Table 10: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
[1] Labourer, building construction/Landscaping	Craft and related trades workers	[1] Primary education [2] Vocational education	[1]Negotiating skills [2]Technical skills
[2] Mason, tile layers	Craft and related trades workers	[1]Primary education [2]Vocational education	[1]Analytical skills [2]Plan reading [3]Communication skills
[3] Insulation workers	Craft and related trades workers	Vocational education	[1]Technical skills [2]Analytical skills [3]Plan reading
[4] Plumbers [5] Electricians [6] Welders	Craft and related trades workers	Vocational education	[1]Technical skills [2]Analytical skills [3]Plan reading
[7] Heating and Air Conditioning [8] solar Mechanics and Installers	Craft and related trades workers	Vocational education	[1]Technical skills [2]Analytical skills [3]Plan reading
[9] Electronic Home Entertainment Equipment Installers and Repairers	Technicians and associate professionals	Vocational education	[1]Technical skills [2]Analytical skills [3]Plan reading

### 4.3.3 New jobs with potential

Table 11: New jobs with opportunities

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs	Short/ Long Term
[1] Construction Risk Audit	Professionals	Master's Degree	[1] Engineering [2] Attention to details	Long

## 4.4 Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles

### 4.4.1 Pre-confinement

- 1,479 vacancies were estimated for the Wholesale and Retail trade sector for the period up to 2020. As expected, this sector will need employees mostly in “Service and sales workers”. Table 12 provides a brief description of some of the vacancies that will exist in this sector.

Table 12: Most common vacancies for Wholesale and Retail Trade, Repair of Motor Vehicles and Motorcycles for the period 2018-2020

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
<b>Service and sales workers</b>	Sales Representatives	340	SC/ HSC/ Degree	Computer literate, good convincing power, good communication
<b>Craft and related trades workers</b>	Mechanic/ Electrician	132	Form 3/ SC + Vocational	Mechanical repair of engines & electrical in vehicles
<b>Service and sales workers</b>	Checkout operator (Cashier)	112	SC	[1]Good communication [2]Customer service
<b>Plant and machines operators &amp; assemblers</b>	Plant and machines operators	86	SC/ HSC	Technical skills
<b>Service and sales workers</b>	Customer Relation officer	40	HSC/ Diploma/ Degree	Good Communication, management and business administration
<b>Craft and related trades workers</b>	Panel beater	24	Form 3/ SC + Vocational	[1]Technical skills [2]Good attitude

## 4.4.2 Post-confinement

Table 13: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[1] Consumer Acquisition Lead</b>	Technicians and associate professionals	[1]Degree in Communication and Marketing	[1]Data Analysis [2]Communication skills [3]Customer Service Skills [4]Basic IT literate [5]Familiarity with digital marketing. [6] Participants should have used basic marketing automation tools
<b>[2] Content Marketing Assistant</b>	Professionals	[1]Degree in Communication and Marketing [2]Bachelors in Statistics, Economics, Mathematics or related field required	[1]Digital IT skills [2]Customer Service Skills [3]Communication skills
<b>[3] Customer Experience Agent</b>	Service and sales workers	Degree Qualification in Marketing or any other related field	[1]Digital IT skills [2]Customer Service Skills [3]Communication skills [4]Reading and writing in English
<b>[4] Customer Service Agent</b>	Service and sales workers	Secondary	[1]Customer Service Skills [2]Communication skills (English and French spoken and written)
<b>[5] Data Analyst</b>	Professionals	[1]Degree in Finance/ Banking/ Mathematics/ Business/ Statistics / IT or any other related field. [2]Degree in Marketing [3]Experience in handling complex information	[1]Critical thinker with advanced problem-solving skills [2]Strong familiarity with Microsoft Excel
<b>[6] Graphic Designer</b>	Professionals	Degree in Graphic Design	[1]Communication skills [2]Customer Service Skills [3]Basic IT literate

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[7] Ecommerce Customer Care Associate</b>	Professionals	[1]Degree in Communication and Marketing [2]Bachelors in Statistics, Economics, Mathematics or related field required	[1]Basic IT skills [2]Customer Service skill [3]Communication skill
<b>[8] Customer Experience Analyst</b>	Professionals	[1]Degree in Communication and Marketing [2]Bachelors in Statistics, Economics, Mathematics or related field required	[1]Critical thinker with advanced problem-solving skills [2]Strong familiarity with Microsoft Excel [3]Familiarity with Microsoft Office/Programming tools
<b>[9] Retail Associate</b>	Service and sales workers	SC	[1]Communication skill [2]Customer Services Skill
<b>[10] Retail Operations Executive</b>	Service and sales workers	SC	[1]Communication skill [2]Customer Service Skill [3]Basic IT literate
<b>[11] Salesforce Administrator</b>	Technicians and associate professionals	A-level	[1] Marketing skill [2]Communication skill
<b>[12] Web designer</b>	Professionals	Degree in IT	[1]Knowledge in Technology: HTML, CSS, JavaScript, PHP, MySQL, jQuery; [2]Knowledge in Design: Photoshop, Illustrator [3]Self-motivated [4]Good interpersonal skills [5]creative and innovative
<b>[13] Webmaster assistant</b>	Professionals	Diploma/Degree in IT	[1]Relevant experience required, including but not limited to developing of web pages/sites/blogs [2]Experience in customer service, advertising, public relations, or online marketing is a strong plus [3]Experience with JavaScript, XML, HTML [4]Strong team orientation, effective interpersonal skills, [5]Good communication skills are required

<b>Jobs in demand (skills studies) – Post-confinement19</b>	<b>Occupational group</b>	<b>Qualifications</b>	<b>Skills in demand</b>
<b>[14] E-Commerce Assistant</b>	Service and sales workers	A-level	[1]Action oriented, quick decision making [2]Fluent in French / English
<b>[15] Assistant Supply Chain</b>	Service and sales workers	A-level	[1]Action-oriented, quick decision-making [2]Rigorous [3]Fluent in French / English
<b>[16] Customer Success Officer</b>	Technicians and associate professionals	A-level, diploma in marketing	[1]Show a customer-centric attitude [2]Demonstrate excellent oral communication skills [3]Excellent customer service skills and passionate about the quality of service [4]Be a multitasking person
<b>[17] Service Advisor</b>	Service and sales workers	Diploma/Certificate in Automobile Mechanics	[1]A strong understanding of automotive technology and the automotive industry. [2] Excellent customer service skills. [3]High level of communication and interpersonal skills using all methods email, phone etc. [4]Strong organizational, decision making, and problem-solving skills. [5]Ability to work under pressure. [6]Ability to communicate with mechanics, customers, and management.
<b>[18] Panel Beater</b>	Craft and related trade workers	[1] SC [2] Panel Beater certification, or equivalent vocational training.	[1]Previous experience as a Panel Beater would be advantageous. [2]Exceptional customer service and interpersonal skills [3]Thorough knowledge of automotive industry safety specifications and regulation

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[19] Car Painter</b>	Craft and related trade workers	[1]Form IV / SC [2]Certificate in Automotive Spray Painting	[1]Good knowledge of painting techniques [2]Auto body repair skills [3]Ability to work under pressure [4]Availability for overtime [5]Planning skills [6]Team Spirit [7]Quality conscious
<b>[20] Car Valet</b>	Elementary	Form 3	[1]Good customer service and excellent work ethic is needed [2]Commitment with the correct attitude and drive to succeed [3]Clean, tidy and well organised individuals

#### 4.4.3 New jobs with potential

Table 14: New jobs with opportunities

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
<b>[1] Digital Designer</b>	Professionals	Degree in Graphic Design	[1]Communication skills [2]Customer Service Skills [3] Basic IT literate
<b>[2] Digital Marketer</b>	Professionals	Degree in Communication and Marketing	[1]Communication skills [2]Customer Services Skills [3]English/French and third Language
<b>[3] Ecommerce - Logistics Assistant</b>	Service and sales workers	A-level	[1]Basic IT skills [2]Customer Service Skills [3]Communication skills
<b>[4] SEO Expert And Digital Marketer</b>	Professionals	[1]Degree in Communication and Marketing [2] Bachelors in Statistics, Economics, Mathematics or related field required	[1]Basic IT skill [2]Customer Service Skill [3]Communication skill

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
<b>[5] Search engine optimisation specialist, Digital Marketing Specialist</b>	Professionals	Bachelor's degree in marketing, communications, media, public relations or equivalent experience.	[1]Communication skill [2]Customer Service Skill [3] Basic IT literate
<b>[6] Marketing Analytics Analyst</b>	Professionals	[1]Degree in Communication and Marketing [2] Bachelors in Statistics, Economics, Mathematics or related field required	[1]Critical thinker with advanced problem-solving skills [2]Strong familiarity with Microsoft Excel [3] Familiarity with Microsoft Office/Programming tools
<b>[7] Customer Onboarding Specialist</b>	Professionals	Bachelor or Diploma in Communication, International Business Management or any related field	[1]Good customer service skills [2]Ability to work under pressure and tight deadlines.
<b>[8] Visual Merchandiser</b>	Professionals	Diploma in Fashion Design, Interior Design, Art and Design or any other related field from a recognized institution.	[1]Good communication, planning and presentation skills. [2]Proven experience in Adobe Creative Suite software such as Photoshop and Illustrator
<b>[9] Logistics Analytics Specialist</b>	Professionals	Bachelor's degree in Computer Science, Industrial Engineering, related discipline or equivalent practical experience.	[1]Analytical, troubleshooting and development skills with excellent attention to detail. [2]Excellent collaboration and interpersonal communication. [3]Ability to work in a team environment.
<b>[10] Mobile App Developer (can be freelance, to add new features)</b>	Professionals	Bachelor's degree in web and IT project management/BSC in Computer Science	[1]Be rigorous, agile and responsive [2]Initiative, responsibility and organizational skills [3]Be autonomous, curious, serious, motivated and dynamic [4]Teamwork skills and good interpersonal skills [5]Experience in the development of mobile applications

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
<b>[11] Diagnostic Technician</b>	Technician and Associate Professional	Diploma in mechanical engineering	<ul style="list-style-type: none"> <li>[1] Language skills</li> <li>[2] Mathematical skills and reasoning ability</li> <li>[3] Actively seeks to build or acquire new knowledge in order to improve and develop skills.</li> <li>[4] Self-motivated to take action and to do more than what is expected in order to deliver excellent service</li> <li>[5] Experience as a service technician demonstrate</li> <li>[6] Knowledge of the newest diagnostic equipment and be able to use it to identify and rectify faults</li> </ul>
<b>[12] Store Readiness Specialist</b>	Technician and Associate Professional	BSc Marketing/Sales	<ul style="list-style-type: none"> <li>[1] Possess strong facilitation and organization skills.</li> <li>[2] Able to analyze, use and explain specific, logical, and detailed, complicated processes.</li> <li>[3] Requires excellent written and verbal skills that clearly communicate Servant Leadership attributes.</li> <li>[4] Working knowledge of store procedures and applications.</li> <li>[5] Thorough knowledge of Store Operations including financial management, merchandising, store reports, human resource</li> </ul>
<b>[13] Warehouse Management Specialist</b>	Professional	Degree, preferably in business management, marketing, entrepreneurship, professional selling, or related business program	<ul style="list-style-type: none"> <li>[1] Warehouse product knowledge and previous sales experience strongly preferred</li> <li>[2] Strong communication, organizational, and time management skills</li> <li>[3] Strong problem-solving capabilities, strong sense of responsibility and self-motivation, and ability to work in a team environment</li> </ul>

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
			[4]Microsoft Office experience
<b>[14] Fleet Technician</b>	Craft and related workers	[1] SC [2] Vocational certificate	[1]Previous hands-on engine repair experience required. [2]Must have a strong background in mechanical repair. [3]Ability to translate verbal instructions into finished product. [4]Must have a clean driving record and valid driver's license required. [5]Excellent organization skills. [6]Must possess a positive attitude towards safety.
<b>[15] UX writer (Freelance)</b>		Bachelor's degree in English, Communications, Journalism, Technical Writing	[1]Experience on user-focused product writing including work in hardware, software, digital agency, or other relevant product area. [2]Experience in shaping content for multi-disciplinary project [3]Excellent written and verbal communication skills [4]Ability to effectively manage multiple projects and deadlines
<b>[16] Content Designer (freelance)</b>	Professional	Bachelor's Degree or equivalent in English, Journalism, Communications, Marketing, Design, Information Science or related field.	[1]Excellent communication and interpersonal skills [2]Experience of writing for the web, with proven ability of creating content that is accessible and usable [3]Experience of user-centred design [4]Proven experience in using metrics and user feedback to define/refine content [5]Experience in choosing the best format for displaying information to the user
<b>[17] Voice over (freelance)</b>	Professional		[1]Candidate must have strong analytical skills.

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
			<p>[2]Strong verbal (English, French, creole) and written communications and interpersonal skills.</p> <p>[3]Work experience in the telecommunications or data industry with experience</p>
<b>[18] Graphic Designer (freelance)</b>	Professional	Diploma in Graphic Designer	<p>[1]Proven experience in Graphic Design with a design degree or equivalent qualification</p> <p>[2]Solid experience designing for web and digital, with a strong portfolio and evidence of user-centred, creative thinking</p> <p>[3]A keen attention to detail, strong typography skills and familiarity with design systems is ideal</p> <p>[4]Experience with Sketch, Adobe Creative suite or equivalent software</p> <p>[5]Robust typographic and information design abilities</p> <p>[6]A user-centred approach to design</p>
<b>[19] Multiplatform Designer</b>	Professional	BSC IT and IT related field	<p>[1]Should have an outstanding portfolio of digital design, with experience producing content for varying social platforms.</p> <p>[2] Proven experience working for a digital media company, in social or digital creative/production, with experience of generating ideas for digital and social content.</p> <p>[3]Must have some knowledge of all areas of online marketing and content creation.</p> <p>[4]Must be socially native, with a strong understanding of</p>

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs
			<p>what content audiences engage with online applying this knowledge to campaigns.</p> <p>[5]Should have strong experience in producing creative projects in order to meet the creative brief.</p> <p>[6] Must be collaborative in their approach.</p> <p>Must have excellent verbal and written communication.</p> <p>[7] Must be highly organised</p>

## 4.5 Tourism, Hospitality and Recreational activities

### 4.5.1 Pre-confinement

- The number of vacancies up to 2020 would have been 1,436, and around 30% would be for 'service and sales workers'. Some of the most jobs, for which vacancies will exist, is listed in the table below.

Table 15: Most common vacancies for the Tourism, Hospitality and Recreational activities sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies (2018-2020)	Qualifications required	Skills required
<b>Service and sales workers</b>	Waiter	389	SC/ HSC/ NTC 3	Good communication, foreign languages, customer handling, organisational skills
<b>Elementary occupations</b>	Maid	103	Primary/ Form 3	Friendly attitude, good communication
<b>Professional</b>	Cook	163	SC +NTC3-4 / Diploma/ Culinary courses	Highly skilled in cooking and preparing a variety of cuisines, inborn ability to explore new cooking avenues, customer service skill, baking techniques
<b>Clerical Support workers</b>	Front Office Receptionist	22	HSC	Communication skills, customer service, friendly and professional telephone manner
<b>Service and sales workers</b>	Guide	20	SC/ HSC/ Certificate in Front Office	Communication skills, customer service, foreign languages

## 4.6 Professional, scientific and technical activities

### 4.6.1 Pre-confinement

- There would have been a total of 931 vacancies for the “Professional, scientific and technical activities” sector up to 2020. The majority of which will be requiring either a degree or ACCA/ ACA qualifications. All the job positions, are critical posts.

Table 16: Most common vacancies for the Professional, scientific and technical activities sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
<b>Technicians and associate professionals</b>	Junior Associates	107	ACCA Level 1	Accounting, good attitude
<b>Professionals</b>	Resort Developer Workers	80	Degree	Time management skill, directing skill, communication skill, technical skill, analytical skill
<b>Professionals</b>	Associate Executives	60	Degree/ ACCA/ ACA	IT and Financial skills
<b>Professionals</b>	Enquetrice	60	SC/ HSC with good communication skills	Communication skill/ basic French spoken and written
<b>Technicians and associate professionals</b>	IT Technician	60	HSC/ Diploma/ Degree	Communication skill, ICT knowledge, technical skill
<b>Professionals</b>	Accountant	39	Degree/ ACCA	Technical skill, analytical skill, accounting skill, problem solving, communication

## 4.6.2 Post-confinement

Table 17: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement <sup>19</sup>	Occupational group	Qualifications	Skills in demand
<b>[1] Project Manager</b>	Manager	Degree in Business fields/Post grad in Project management	[1] Decision making skill [2] Analytical skill [3] Leadership skill
<b>[2] Legal Corporate Manager</b>	Manager	Degree in law	[1]Negotiating skill [2]Legal skill [3]Decision making skill
<b>[4] Customer Care Agent</b>	Service and sales workers	Certificate/Diploma in sales or marketing	[1]Negotiating skill [2]Communication skill [3]Customer Service skill
<b>[5] Sales and Coordinating Officer</b>	Service and sales workers	Degree in Marketing	[1]Planning skills [2]Communication skill [3]Customer Service skill
<b>[8] Web Designer</b>	Professional	Diploma/degree in IT	[1]Customer Service skill [2]Communication skill
<b>[9] Media Planner</b>	Technicians and associate professionals	Degree in languages	[1]Negotiating skill [2]Communication skill [3]Customer Service skill [4]Decision-making skills
<b>[10] Real Estate Consultants</b>	Service and sales workers	Degree in Marketing/	[1]Negotiating skill [2]Communication skill [3]Customer Service skill
<b>[11] 3D artist</b>	Technicians and associate professionals	Diploma in Web Design	[1]Creative skill [2]Customer Service skill
<b>[12] Community Manager</b>	Professional	Degree in social science	[1]Administrative skill [2]Communication skill [3]Event planning skill [4]Decision-making skills

### 4.6.3 New jobs with potential

Table 18: New jobs with opportunities

New jobs with opportunities	Occupational group	Qualifications	Skills in demand
<b>[1] Phlebotomist</b>	Service and sales workers	Postsecondary non-degree award, plus professional certification	[1]Customer Service skill [2]Communication skill
<b>[2] Physical Therapists</b>	Professional	Doctoral degree plus license	
<b>[3] Heating, Ventilation and Air Conditioning (HVAC) Technician</b>	Technicians and associate professionals	National Certificate/ Diploma in related fields	[1]Communication skill [2]Customer Service skill [3]Decision-making skills
<b>[4] Rehabilitation Counselor</b>	Service and sales workers	Diploma/Degree in Social Sciences/Psychology	[1]Customer Service skill [2]Communication skill [3]Listening skill [4]Counselling skill
<b>[5] Operations Research Analysts</b>	Professional	Bachelor's degree in operations research/ business/ management/ computer science plus a Master's degree	[1]Possess outstanding quantitative and qualitative analytical skills [2]IT skill [3]Data capturing skill [4]Modelling skill [5]Reporting skill

## 4.7 Agriculture, forestry and fishing

### 4.7.1 Pre-confinement

- There would have been approximately 645 vacancies for the Agricultural sector. Some of the job titles which will be highly in demand are listed in table 19.

Table 19: Most common vacancies for the Agriculture sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies (2018-2020)	Qualifications required	Skills required
Elementary occupations	Labourers	124	Literate/ Secondary qualification	Patient, good behaviour, ability to work under pressure, flexible
Plant and machines operators & assemblers	Agricultural Machine operators	73	Form 3	Harvesting, planting, irrigation, physically fit, hardworking, mechanical skills
Skilled agricultural, forestry & fishery workers	Farmer	44	Secondary	Communication skill, teamwork, technical skill, good attitude
Plant and machines operators & assemblers	Factory worker	32	Primary/ Form 3/ HSC/ Vocational	Good attitude
Technicians and associate professional	Supervisor	18	SC/ HSC/ Vocational	Computer literate, good communication skills, supervisory skills, teamwork and flexible
Skilled agricultural, forestry & fishery workers	Planters	15	No qualification required	Knowledgeable on plantation, "depayage"

### 4.7.2 Post-confinement

Table 20: Jobs in demand post COVID-19

<b>Jobs in demand (skills studies) – Post-confinement19</b>	<b>Occupational group</b>	<b>Qualifications</b>	<b>Skills in demand</b>
<b>[1] Labourer / Nursery workers</b>	Skilled agricultural, forestry and fishery workers	[1] Primary education [2] Vocational education	[1] Punctuality [2] Technical skills [3] Multi-skilled
<b>[2] Machine Operator</b>	Plant and machine operators & assemblers	[1] Secondary education [2] Vocational education	[1] Mechanical skills [2] Analytical skills [3] Site management
<b>[3] Farmer</b>	Skilled agricultural, forestry and fishery workers	Form 3	[1] Technical skills [2] Team work [3] Organisational skills [4] Multi-skilled
<b>[4] Driver, heavy vehicles</b>	Plant and machine operators & assemblers	SC	[1] Safety Driving [2] Communication skills [3] Problem Solving [4] Mechanical skills
<b>[5] Farm Equipment Mechanics and Service Technicians</b>	Technicians and associate professionals	Vocational education	[1] Technological skills
<b>[6] Irrigation Engineer</b>	Professionals	Degree in agricultural engineering	[1] Planning [2] Design [3] Analytical skills

#### 4.7.3 New jobs with potential

Table 21: New jobs with opportunities

<b>New jobs with opportunities</b>	<b>Occupational group</b>	<b>Qualifications</b>	<b>Skills required for new jobs</b>	<b>Short/ Long Term</b>
<b>[1] Precision Agriculture technicians</b>	Professionals	Master's Degree	[1] Statistical Analysis [2] Experience in research	Short
<b>[2] Geospatial Analytics Scientist</b>	Professionals	Master's Degree	[1] agricultural engineering [2] civil engineering	Long

New jobs with opportunities	Occupational group	Qualifications	Skills required for new jobs	Short/ Long Term
			[3] Technological skills	
<b>[3] Research and Development Scientist</b>	Professionals	Degree in food science or related degree	[1] Statistical Analysis [2] Experience in research [3] Agricultural	Short
<b>[4] Agricultural statistician</b>	Professionals	Degree in statistics, biology, agronomy or related field	[1] Statistical Analysis [2] Attention to details	Long
<b>[5] Sanitary/Waste Handling/Environmental Engineer</b>	Professionals	Degree in environmental engineering, processing engineering, or other engineering science	[1] Technical skills [2] Quality assurance [3] Problem solving	Short
<b>[6] Soil scientist</b>	Professionals	Master's degree	[1] Chemical engineering [2] Logical thinking [3] Problem solving	Long

## 4.8 Financial & Insurance activities

### 4.8.1 Pre-confinement

- As per the Skills Studies, this sector would have recruited 574 persons in the period 2018-2020.

Table 22: Most common vacancies for the "Financial & Insurance activities" sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
<b>Service and sales workers</b>	Sales Representative	165	HSC	Extrovert, good communication skills
<b>Professional</b>	Credit Controller	40	HSC	Strong communication skills, customer handling skills, negotiating skills, problem solving skills, strong business awareness, devoted, integrity, loyal
<b>Service and sales workers</b>	Insurance officer	27	HSC	Good communication
<b>Professional</b>	Accountant/fund accountants	118	HSC/ ACCA/ Degree	Accounting skill, financial skill, mathematical skill, problem solving skill, analytical skill, International Financial Reporting Standard, Global Business Advisory
<b>Service and sales workers</b>	Customer Service officers	13	HSC/ Degree	Sales & marketing, extrovert, good communication
<b>Clerical support workers</b>	Cashier Teller	11	Degree in Finance and Banking	Computer literate, good communication skills, customer service

## 4.8.2 Post-confinement

Table 23: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[1] Money Laundering Reporting Officer</b>	Technicians & Associate professionals	Degree in Finance/Management/Law plus certification in AML form regulatory bodies (local and international)	[1]Supervising skill [2]Legal Skill [3]Reporting skill [4]Decision making skill [5]Analytical skill
<b>[2] Accountant</b>	Professional	ACCA	[1]Accounting skill [2]Financial skill [3]Financial planning skills [4]Reporting skill
<b>[4] Compliance Officer</b>	Technicians & associate professionals	Degree in Law/Insurance	[1]Legal skill [2]Analytical skill [3]Communication skill [4]Ability to manage multi-tasks [5]Capacity to work under pressure
<b>[7] Fund Administrator</b>	Professional	Degree and Post-Grad in finance	[1]Legal Skill [2]Administrative skill [3]Analytical Skill
<b>[8] Relationship Manager</b>	Manager	Degree in Marketing/communication	[1]Communication skill [2]Marketing skill [3]Trading and negotiating skill
<b>[9] Data Scientist</b>	Professional	Degree and Post-Grad in finance/mathematics	[1]Analytical skill [2]IT skill [3]Data capturing skill [4]Research skill [5]Strong valuation and modelling skill
<b>[11] Business Intelligence Manager</b>	Manager	Degree and Post-Grad in finance/economics	[1]Legal skill [2]Analytical skill [3]Research skill

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<b>[13] Portfolio Manager</b>	Manager	Degree and Post-Grad in finance/economics	[1]Analytical skill [2]Decision making skill

### 4.8.3 New jobs with potential

Table 24: New jobs with opportunities

New jobs with opportunities	Occupational group	Qualifications	Skills in demand
<b>[1] Operational &amp; Commercial Due Diligence Officer</b>	Technicians & Associate Professionals	[1]Degree in business related fields [2]5-10 years' experience in either a product strategy or market intelligence role	[1]Possess outstanding quantitative and qualitative analytical skills [2]Solid understanding of international products [3]Excellent written, verbal communication, interpersonal and collaborative skills
<b>[2] Product Strategy Manager</b>	Manager	[1]Educated to a degree level [2] 5-10 years' experience	[1]Exceptional people-management and leadership skills [2]Excellent understanding business model [3]Ability to influence decision making [4]Excellent written, verbal communication, interpersonal and collaborative skills [5]Ability to communicate strategic information [6]Strong decision-making capability
<b>[3] Cyber Strategy Analyst</b>	Technicians & Associate Professionals	Degree in IT/Engineering with 5 years' experience	[1]Excellent written and verbal communication skills [2]Ability to communicate strategic information security, policies and standards as well as risk-related concepts to

New jobs with opportunities	Occupational group	Qualifications	Skills in demand
			technical and nontechnical audiences at various hierarchical levels [3]Sound knowledge of business management and knowledge of common risk management frameworks
<b>[4] Electronic Trading Sales Representative</b>	Technicians & Associate Professionals	Diploma/Degree in IT/marketing fields plus sales experience	[1]Strong sales skills [2]Excellent communication skills [3]Exemplary presentation, training and communication skills [4]A sound understanding of the financial markets [5]A sound understanding of trading processes
<b>[5] Documentation Analyst - Investment Banking</b>	Technicians & Associate Professionals	[1]Degree plus Masters in business/finance related fields [2]2 years plus experience in documentation analyst roles	[1]Strong analytical and organizational skills [2]Advanced interpersonal and communication skills. [3]Good team player [4]Able to become quickly proficient in new processes and systems [5]Detail-focused to details [6]Highly organized and able to balance various responsibilities simultaneously [7]Decision-making skills

## 4.9 Transport, storage & communications

### 4.9.1 Pre-confinement

- This sector also would have recruited 474 persons in the years 2018-2020. Most of the new recruits will be in the “Plant and machines operators & assemblers” and “Craft and related trades workers” occupational groups.

Table 25: Most common vacancies for the “Transport, storage & communications” sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
<b>Plant and machines operators &amp; assemblers</b>	Driver/ Messenger	85	Form 3/ CPE/ SC	Valid driving license, knowledgeable about Traffic rules and regulations
<b>Craft and related trades workers</b>	Mechanic	34	SC/ Vocational	Ability to drive heavy motor vehicles and mechanics, automotive skill, repairing and dismantle
<b>Elementary occupations</b>	Helper	28	CPE/ Form 2/ Form 3	Loading and unloading of our products, physically fit, punctual & flexible
<b>Clerical Support Workers</b>	Custom Clerk	26	Form 3/ SC/ HSC	Custom procedure, business awareness, problem solving skills, organisational skills, leadership skill, critical skills, customer handling skills
<b>Plant and machines operators &amp; assemblers</b>	Ramp Agent (Machine operator)	20	Form 3 and above	Cargo introductory courses, decision making, knowledge in customs regulation, classify parcels, IT skills, good communication
<b>Craft and related trades workers</b>	Electricians	12	Vocational	Technical skills, attention to details
<b>Plant and machines</b>	Forklift Operators	10	SC	Computer literate, Forklift Driving License

Occupational group	Job Title	Number of vacancies	Qualifications required	Skills required
operators & assemblers				

#### 4.9.2 Post-confinement

Table 26: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement19	Occupational group	Qualifications	Skills in demand
<p>[1] Warehouse workers</p> <p>- Medium importance with high demand within 6 months</p> <p>- Low importance with low demand within 12 months</p>	Elementary occupations	Form 3	<p>[1] Communication skills</p> <p>[2] Driving skills</p> <p>[3] IT skills</p>
<p>[2] Cargo Officer</p> <p>- Medium importance with low demand within 6 and 12 months</p>	Clerical support workers	HSC	<p>[1] ICT skills</p> <p>[2] communication skills</p>
<p>[3] Forklift Driver</p> <p>- Medium importance with high demand within 6 and 12 months</p>	Elementary occupations	SC	<p>[1] Driving Skill Specially Fork Lift</p> <p>[2] Communication skill</p> <p>[3] Repairs And Maintenance skill</p>
<p>[4] Warehouse And Transport Manager</p> <p>- High importance with low demand within 6 and 12 months</p>	Managers	Diploma	<p>[1] Logistic skill</p> <p>[2] Communication skill</p> <p>[3] Management Skill</p>
<p>[5] Delivery drivers (Heavy goods drivers)</p>	Elementary occupations	Form 3	<p>[1] Driving Skills</p> <p>[2] Communication skills</p>

Jobs in demand (skills studies) – Post-confinement <sup>19</sup>	Occupational group	Qualifications	Skills in demand
<p>- High importance with high demand) within 6 months</p> <p>- Medium importance with medium demand within 12 months</p>			
<p>[6] Home Delivery drivers</p> <p>- High importance with high demand) within 6 months</p> <p>- Medium importance with medium demand within 12 months</p>	Elementary occupations	CPE/form 3	<p>[1] driving license</p> <p>[2] Ability to manage own work loads</p> <p>[3] an awareness of Health and Safety</p> <p>[4] ability to keep accurate records</p>
<p>[7] Maintenance officers/Mechanical Officers</p> <p>- Low importance with low demand within 6 months</p> <p>- High importance with medium demand within 12 months</p>	Technicians and associate professionals	HSC/ Diploma	<p>[1] Mechanical and Technical Skills</p> <p>[2] Communication skills</p>
<p>[8] Cleaners for transportation</p> <p>- High importance with high demand) within 6 months</p> <p>- Medium importance with medium demand within 12 months</p>	Elementary occupations	CPE	<p>[1] health and safety Skills</p> <p>[2] Communication skills</p> <p>[3] Knowledge of cleaning chemicals</p> <p>[4] use of cleaning equipment</p>

#### 4.9.3 New jobs with potential

Table 27: New jobs with opportunities

New jobs with opportunities in Transportation & storage	Occupational group	Qualifications	Skills in demand
<p>[1] Administrative and support workers working remotely</p> <p>- High importance with medium demand within 6 and 12 months</p>	Clerical support workers	HSC	<p>[1] Able to work remotely</p> <p>[2] Communication skills</p> <p>[3] IT skills</p>
<p>[2] Transportation Infrastructure occupations</p> <p>- High importance with medium demand within 6 and 12 months</p>	Technicians and associate professionals	HSC	<p>[1] Ability to operate different physical assets</p> <p>[2] Wide variety of knowledge, tools and technologies, and education and training is often required in these occupations.</p>
<p>[3] Technicians in Logistics automation</p> <p>(it protects warehousing and delivery workers from being exposed to pathogens)</p> <p>- High importance with low demand within 6 months</p> <p>- Low importance with low demand within 12 months</p>	Technicians and associate professionals	<p>[1] HSC</p> <p>[2] Diploma</p>	<p>[1] IT skills</p>

## 4.10 Textile and Apparel

### 4.10.1 Pre-confinement

- There will be some 450 vacancies for the period 2018-2020 in this sector, majority of which will be in the occupational groups such as “Plant and machines operators & assemblers”, “Elementary occupations” and “Service and sales workers”. Some of the most common vacancies are listed in table 28.

Table 28: Most common vacancies for the “Textile and Apparel” sector for the period 2018-2020

Occupational group	Job Title	Number of vacancies (2018-2020)	Qualifications required	Skills required
<b>Plant and machine operators and assemblers</b>	Machine operators	297	Literate/ CPE/ Form 3	Ability to operate machines, willingness to learn, sewing skill, knitting skill, organisational, technical, creative
<b>Elementary occupations</b>	Helper	27	Literate/ Form 3	Assist production, cutting, packing, flexible, punctual, hard working
<b>Service and sales workers</b>	Merchandiser	18	SC/ HSC/Diploma/ Degree	Negotiation skills, pricing, communication, customer service and textile
<b>Professional</b>	Quality Control	10	SC/ HSC	Technical skills, textile processing, problem solving
<b>Professional</b>	Programmers Knitting Machine	6	Vocational	Technical and programming skill, textile and knitwear, maintenance and technical machine problems

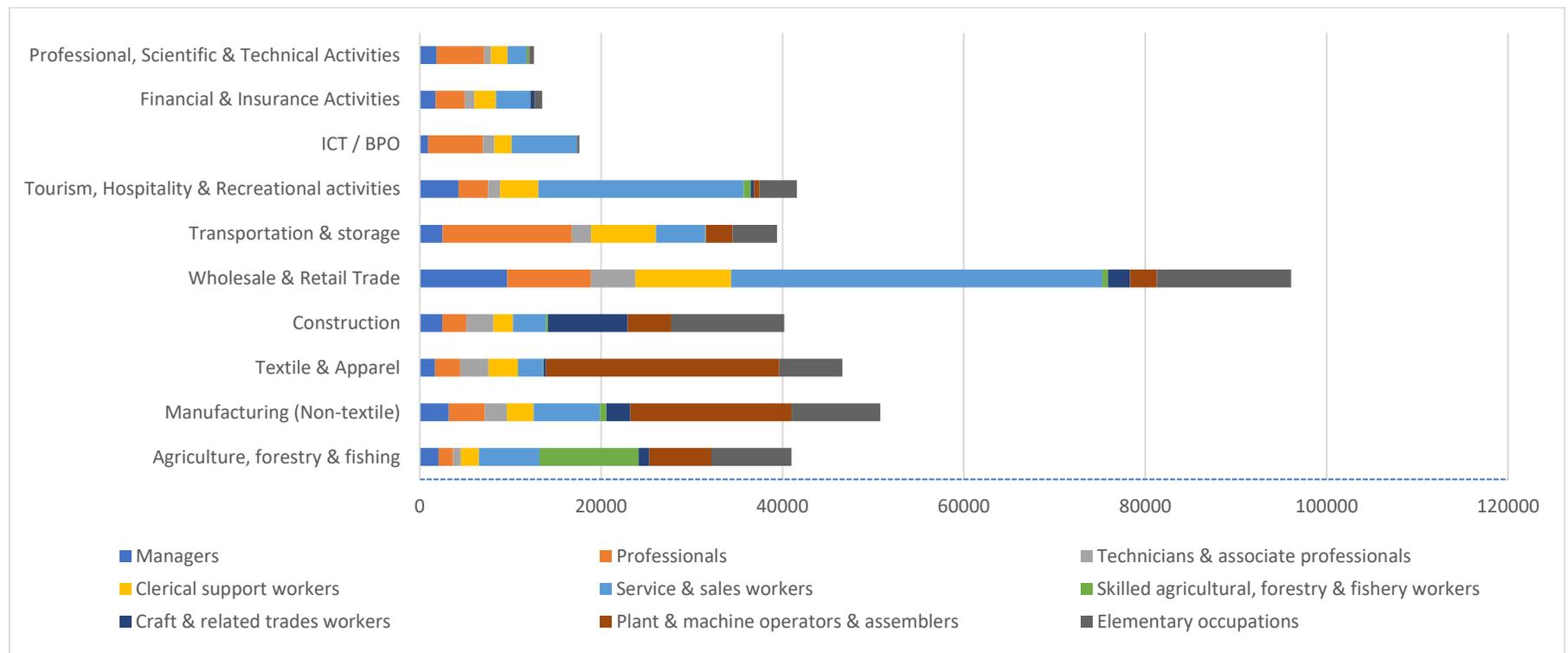
## 4.10.2 Post-confinement

Table 29: Jobs in demand post COVID-19

Jobs in demand (skills studies) – Post-confinement <sup>19</sup>	Occupational group	Qualifications	Skills in demand
<p>[1] IT technician for automation in production</p> <p>- High importance with medium demand within 6 months and 12 months</p>	Technicians and associate professionals	Degree ICT	<p>[1] Computer literate</p> <p>[2] Technical skill</p>
<p>[2] IT Specialists for online platform</p> <p>- High importance with medium demand within 6 months</p> <p>- Medium importance with low demand within 12 months</p>	Technicians and associate professionals	Degree in ICT or management	<p>[1] Able to connect and operate remotely</p> <p>[2] Communication skills</p> <p>[3] Team building skills</p> <p>[4] Management skills</p>
<p>[3] Programmer for digital marketing/e-commerce</p> <p>- High importance with medium demand within 6 months</p> <p>- Low importance with low demand within 12 months</p>	Professionals	Degree ICT	<p>[1] Good programming skills</p> <p>[2] Ability to work under pressure</p>
<p>[4] Machine operator</p> <p>- High importance with high demand within 6 months</p> <p>- Low importance with medium demand within 12 months</p>	Plant and machine operators and assemblers	Form 3	<p>[1] Skill in operating textile machine</p>

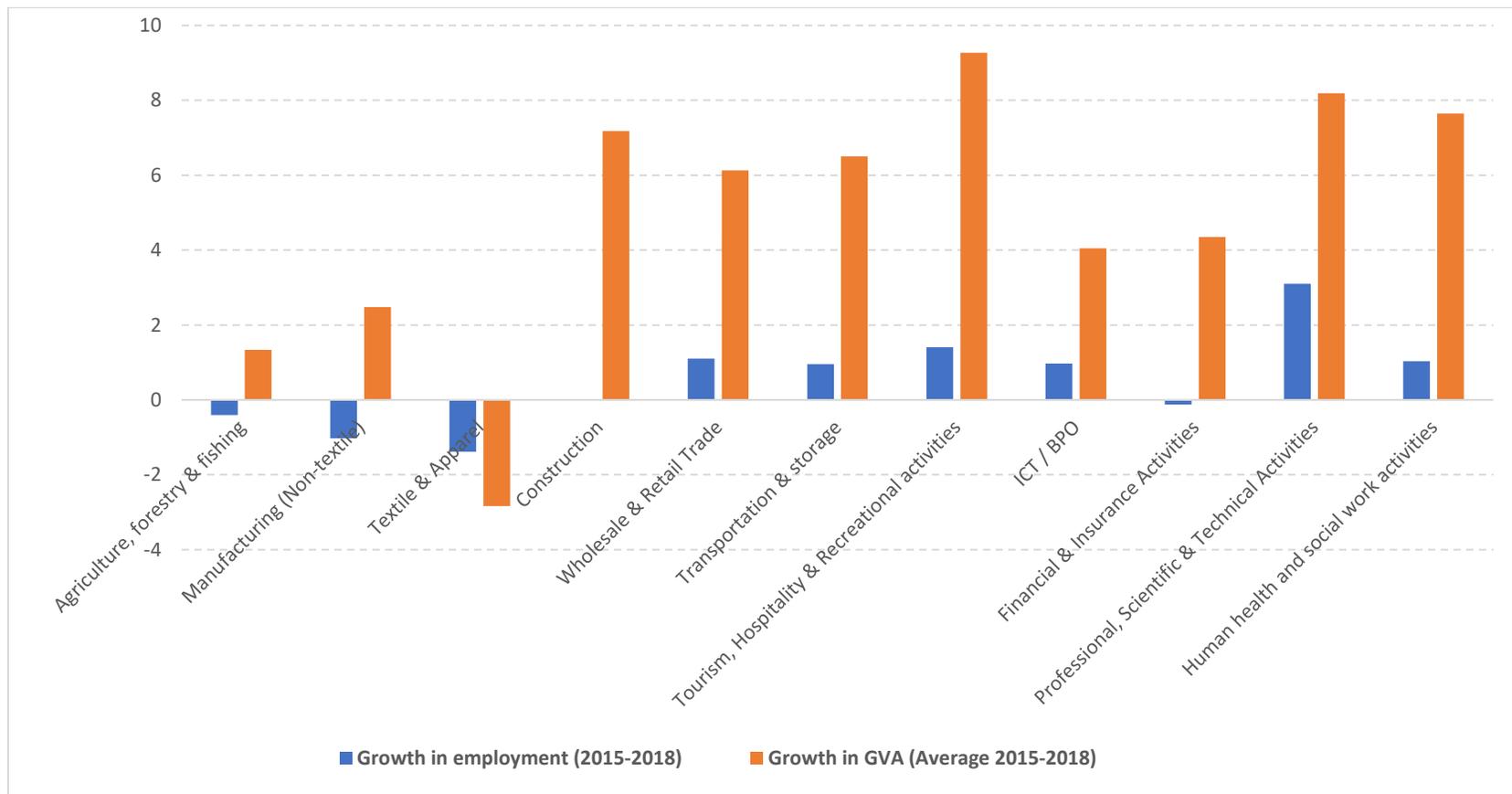
## 5.0 Jobs across industrial sectors and within occupational groups

- The figure below gives an indication how employees are categorised across industry groups and occupational groups. This breakdown gives a general indication of the number of employees and their respective skills levels across the various industrial sectors. This information can inform prospective skills development programmes.



## 6.0 Growth in Gross Value Added and net employment (2015-2018)

- The figure below shows growth in employment and GVA over the period 2015-2018. Sectors in services, have grown both in terms of GVA and employment. 'Agriculture', 'Manufacturing' and 'Textile' have all witnessed negative employment growth.



- The table below growth in employment in the main economic sector in the period 2018-2019. The net growth in employment for the sectors under consideration amounts to 6555. 'Non-textile manufacturing', 'tourism & hospitality' and 'construction' were the biggest net job creators over the period 2015-2018.

	<b>Growth in employment (No.s)</b>	<b>Growth rate in employment (%)</b>
<b>Agriculture, forestry &amp; fishing</b>	-700	-1.7
<b>Manufacturing (Non-textile)</b>	3000	5.9
<b>Textile &amp; Apparel</b>	-4100	-8.7
<b>Construction</b>	3800	9.45
<b>Wholesale &amp; Retail Trade</b>	100	0.11
<b>Transportation &amp; storage</b>	200	0.51
<b>Tourism, Hospitality &amp; Recreational activities</b>	2400	5.77
<b>ICT / BPO</b>	600	3.41
<b>Financial &amp; Insurance Activities</b>	450	3.35
<b>Professional, Scientific &amp; Technical Activities</b>	405	3.22
<b>Human health and social work activities</b>	400	2.0