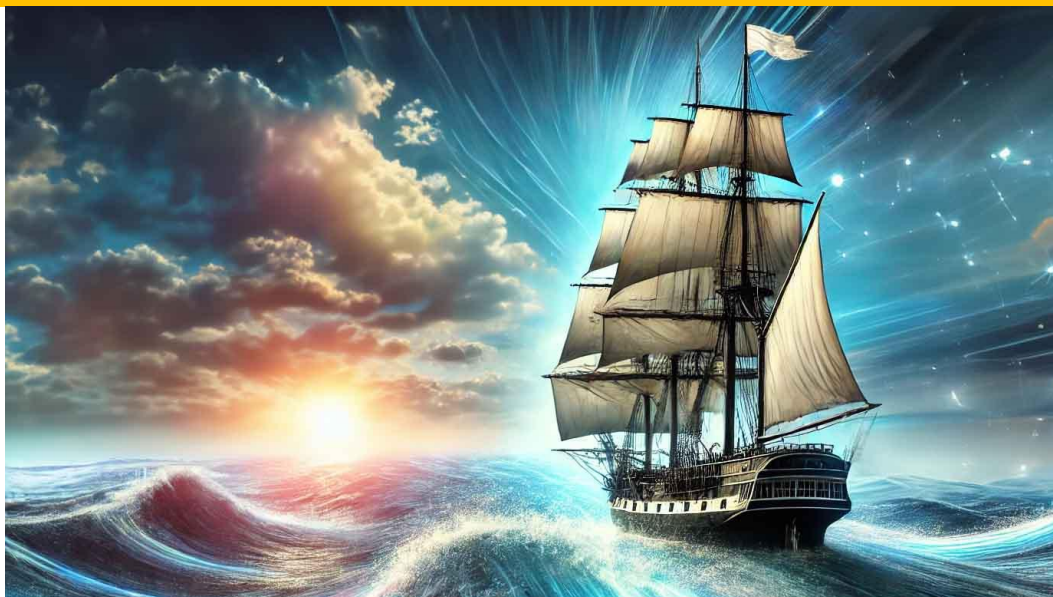




Manager Service Providers and industry trends to watch

Tracking MSP industry trends is critically important. The navigating the IT channel is like navigating the open sea — calm waters one moment, followed by a sudden storm of change the next. Just as experienced sailors must adjust their sails to shifting winds, MSPs need to adapt to emerging technologies, evolving industry trends, and ever-changing client expectations.

For instance, AI-powered automation is steering operations in new directions. Meanwhile, the surge of managed IoT services is rapidly reshaping infrastructure. As a result, staying ahead requires more than just keeping pace. It demands a proactive approach to innovation and a keen understanding of the trends shaping the industry's future. In this article, we'll chart the most critical MSP industry trends, examine their impact, and provide actionable insights on how service providers can harness these



changes to drive growth and efficiency. By doing so, MSPs won't just stay afloat in turbulent waters. They'll surge ahead, leading the way toward a more dynamic and profitable future.

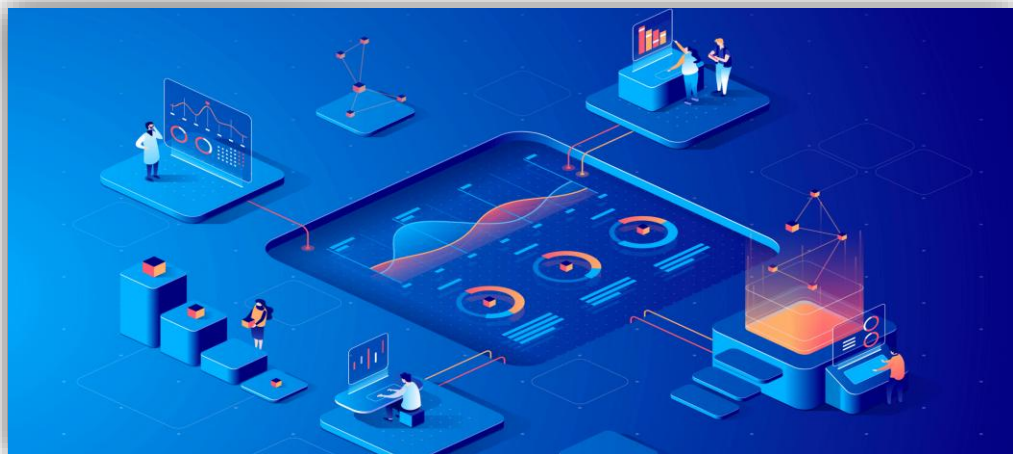
MSP Industry Trend #1: Automating MSP Operations

For MSPs, in today's fast-paced industry, efficiency is the key to profitability. Therefore, AI-driven automation is helping service providers optimize workflows, reduce manual intervention, and deliver faster support. Much like a well-trained crew on a ship, automation handles routine tasks and keeps the vessel

steady, allowing the captain to focus on the bigger picture.

How Automation Can Help MSPs

- **Ticket Categorization and Resolution:** AI-driven service desk platforms can automatically classify support tickets and suggest solutions based on historical data, reducing resolution time and improving customer satisfaction. Review your configurations to make sure you're getting the most out of your help desk software.
- **Self-healing IT Systems:** AI-enhanced RMM tools can detect and fix common endpoint issues, such as



restarting unresponsive services or applying patches without human intervention. This functionality may require testing, so spin up a dummy customer and experiment.

- Chatbots and Virtual Assistants: AI-powered chatbots can handle basic troubleshooting, freeing up technicians for more complex problems. If you can save your team two minutes each work day, you will have saved them an entire day's worth of productivity over the course of the year.

MSP Industry Trend #2: AI-powered Predictive Maintenance

Just as weather forecasts help ship captains avoid dangerous storms, predictive maintenance empowers MSPs to anticipate IT failures before they disrupt operations. By analyzing their clients' performance trends and detecting early warning signs, AI enables MSPs to proactively address potential system failures, optimize resources, and minimize downtime.

How Predictive Maintenance Benefits MSPs

- Proactive Hardware Monitoring: AI continuously scans endpoints, servers, and network devices to detect subtle performance declines that signal

impending failures. Instead of waiting for a breakdown, MSPs can schedule maintenance or replace failing hardware before it impacts business operations. Set up automated alerts for threshold breaches on CPU temperature, disk health, and network latency to catch issues before they snowball.

- Optimized Resource Allocation: Predictive analytics helps MSPs anticipate spikes in demand, ensuring they allocate storage, bandwidth, and computing resources efficiently. Use historical data to identify peak usage periods and preemptively scale cloud or on-prem resources to avoid slowdowns or overages.
- Minimized Downtime: By identifying patterns in system logs and recurring issues, AI allows MSPs to resolve problems before they escalate, reducing service disruptions and improving reliability for clients.



Veterans, get ready to power your tech future here at Global IT

Global Information Technology (Global IT) is approved by the Department of Veteran Affairs to receive Veterans benefits. We accept Chapter 33 Post 9/11 GI Bill®, Chapter 30 Montgomery GI Bill® for Active Duty, Ch 31 Vocational Rehabilitation and Employment (VR&E), and VRRAP. Whether you are serving or have already served, Global Information Technology is here to work with you to start your IT career. These benefits may cover up to 100% of tuition and fees and housing allowance, courseware, and other training related costs as well.

The Department of Veterans Affairs (VA) is accepting new training program enrollments for veterans wishing to use their GI Bill benefits. These training programs help veterans get the technology skills they need to join some of the fastest-growing industries in the United States. Global Information Technology (Global IT) is approved by the Department of Veteran Affairs

to receive benefits under the GI Bill - Chapter 31 and Post-911 programs. Participating veterans will receive high-tech training, tuition, and housing allowance assistance).

For more information about your specific benefits in regards to your service, call 248-557-2480 to set up an appointment with one of our School Certified Officers (SCO, career advisors) or complete the inquiry form at <https://www.globalitech.com/va-p>



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Career Guide

Quick and to the point Career Advice

Question: *“Andrei, I am interested in all things AI. What skills do I need, and what are employers looking for??”*
– Yolán Hudson

Answer: Great question, Yolán. And I have a quick answer for you ...

As the tech sector gears up for 2025, AI engineering roles are emerging as the top hiring priority, with a dramatic increase in demand compared to previous years. According to the report, 60% of U.S. tech managers are hiring for AI engineer positions, a significant jump from 35% last year. This surge in AI-focused recruitment is complemented by a growing need for full-stack engineers, who play a crucial role in building AI systems, marking the second-largest increase in hiring priorities.

The emphasis on AI extends beyond specialized roles and will impact the skill sets sought after in software engineers

across the board. Managers will prioritize AI-related competencies, including AI engineering skills, the ability to integrate AI functionality into products via APIs and data science capabilities.

Furthermore, the AI skills in demand are not limited to core development areas. Many tech employers are also prioritizing candidates with expertise in leveraging AI tools during coding processes, training new AI models, machine learning, interpreting or analyzing AI outputs and prompt engineering.

I hope this advice helps. You got this, and best of luck!

- *Andrei*



What's next for IT??

The United States tech job market is poised for a rebound in 2025 after a period of turbulence that has been marked by layoffs and strategic shifts in response to artificial intelligence advancements. According to Karat and Harris Poll's latest Tech Hiring Trends report, the industry is emerging from a multi-year downturn characterized by a transition from high-volume hiring to a more focused approach on quality recruitment.

The tech sector's recent journey has been tumultuous, beginning with a natural correction to the rapid post-pandemic hiring surge, which then evolved into widespread job cuts. The landscape was further disrupted two years ago by the introduction of ChatGPT, prompting business leaders to recalibrate their hiring strategies and redirect investments toward AI initiatives. This resulted in a prolonged cooling labor market, with companies prioritizing the quality of each new hire over quantity. Stay tuned for more ...



GLOBALIT

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JobPrep – March 2025 “The Voice of Technology Career Insight”

Career Services: GIT's Lunch and Learn Events

*Message from Jennifer Bowden,
GITs Career Services Manager*

Hello Global IT community!
GIT's workshops and 'Lunch and Learn' events are short sessions with the information you need to get a jump-start on your job search. Our upcoming workshops here at GIT include:

MARCH WORKSHOPS

Thursday, March 6 at 5 pm

– Resume Writing

Your resume is the foundation of a successful job search. This session will explain the essential sections of a resume and show you how to add the skills and experience that get you noticed.

Wednesday, March 12 at 12 pm

– AI For Job Seekers

AI is showing up everywhere; how can you use it as part of your job search? Learn what tools are available and how to make the most of this technology in planning, preparing, and executing your job search strategy.

Tuesday, March 18 at 5 pm

– Interview Skills

Interviewing is a skill you can improve with practice. Learn strategies for taming those pre-interview jitters, how to answer tough questions (including the dreaded “Tell me about yourself”), and the best way to follow up with employers.

Wednesday, March 26 at 12 pm

– Using Soft Skills in Technology Jobs

Soft skills are an essential part of any job in technology; employers care about hiring people who can interact effectively with customers, end users, and other team members. In this workshop, learn how to identify your strengths in this area and convey them on your resume.

APRIL WORKSHOPS

Tuesday, April 8 at 5 pm

- Creating a LinkedIn Profile

LinkedIn is a powerful tool for locating jobs, researching employers, and expanding your professional network. Learn tips for creating a profile that highlights your skills and experience and helps you make the most of this career resource.



Thursday, April 17 at 12 pm

– Getting Results from Your Resume: Keywords and Customization

Everyone knows you need a resume as part of your job search – but how can you get it past the screening software? This workshop will show you how to create a resume that gets noticed by employers.

Wednesday, April 23 at 5 pm

- Network Your Way to Career Success

You may have heard that networking is essential for finding a job in today's market – but how do you get started? This workshop will cover networking tips and strategies including networking in person and how to get the most out of LinkedIn.



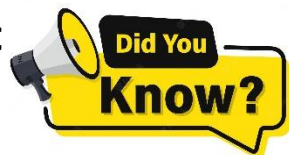
GIT thought provoking corner



“Discipline is the bridge between goals and accomplishment.”

- Jim Rohn

GIT Fun Technology Fact



What Is the Highest Paying Job in Technology?

With salaries reaching well into the six figures, the highest-paying jobs in technology often include roles such as Principal Software Engineer, Engineering Manager, or Machine Learning Engineer. These roles typically require a strong combination of experience, advanced technical skills, and leadership abilities. Most earn \$250,000+ per year.



Apply for the Global IT Scholarship Program

Global Information Technology is proud to provide the GIT Scholarship Program. Every month, this scholarship will be awarded to highly driven individuals wanting to begin or advance their IT career. Exclusively, the scholarship will provide a grant of \$2,500.00 towards any certification course or remote live training at GIT. GIT created this opportunity to give back to the community and spread our desire to help those in need. We believe that learning is essential and we will continue to help and develop individuals to help them succeed in their personal development goals. Apply here:

<https://www.global-itech.com/the-global-it-scholarship/>

Entry level in IT

What Are Entry-Level Tech Jobs?

Entry-level tech jobs are roles that require minimal prior experience, often focusing on foundational skills and providing opportunities to learn and grow within the tech industry. These jobs serve as stepping stones for aspiring tech professionals to gain practical experience and build their careers.

How Easy Is It to Land an Entry-Level Tech Job?

While the tech industry offers numerous opportunities, landing an entry-level tech job is definitely achievable with the right preparation and approach. Building a strong foundation in programming languages, data analysis, and problem-solving skills is essential. Additionally, practical experience through personal projects, internships, or online courses can significantly boost your chances.



IT Career Advice: How Can You Earn a High-Paying Job?

Whether you're starting out, advancing in your field, or switching specialties, these tips can help you land a rewarding IT role:

- **Earn a Certification:** While work experience is crucial, IT certifications showcase advanced skills and a dedication to learning. With certifications tailored to specific roles or areas of interest, you can boost your expertise and stand out to employers.

Here is a quick rundown of some of the most valuable IT certifications.

- **Do Some Networking:** Attend conferences, join LinkedIn groups, participate in industry events, or set up informational interviews. Networking builds valuable connections, sharpens interpersonal skills, and enhances your professional profile.



- **Complete an Internship:** Internships, even outside top-tier companies, provide hands-

on experience and help you grow your skills and confidence. They're especially valuable for entry-level professionals building their resumes.

- **Tailor Your Resume:** Speaking of resumes, be sure to customize your resume for each role. For example, if you're applying for a web developer position,

highlight relevant experience and skills instead of broader aspirations like game design.

- **Prepare for the Interview:** Research the organization, its industry, and the role's technical requirements. This preparation demonstrates diligence, motivation, and a strong fit for the position.