

**Table 3:** Top 10 digital skills by number of postings that mention them (2020-2023)

Skill	Description	Overall cluster	Digital sub-cluster	Number of job postings mentioning this skill <sup>50</sup>	Digital intensity category
Microsoft Suite	Office-based software <sup>51</sup>	Mostly General Office-based skills	Workforce Digital Skills	1,842,898 (20.5%) <sup>52</sup>	Low
Customer relationship management (CRM) software	Customer relationship management (CRM) software	Business and Management	Workforce Digital Skills	138,870 (1.5%)	Low
Technical support	Technical systems knowledge and customer service	High-tech	Cybersecurity and System Infrastructure	137,509 (1.5%)	Medium
SAP	Business and customer relations software	Business and Management	Workforce Digital Skills	129,448 (1.4%)	Low
Structured Query Language (SQL)	Database user interface and query software	High-tech	Software/ Product Development and Data	123,524 (1.4%)	High
Information systems	Systems knowledge	High-tech	Cybersecurity and System Infrastructure	121,109 (1.3%)	Medium
Enterprise resource planning (ERP) software	Business processes management software	Business and Management	Workforce Digital Skills	114,630 (1.3%)	Low
Cloud computing	Remote data and file storage software	High-tech	Software/ Product Development and Data	110,166 (1.2%)	High
Agile software development	Software development methodology	High-tech	Software/ Product Development and Data	110,157 (1.2%)	High
Python	Object-oriented programming language	High-tech	Software/ Product Development and Data	85,692 (0.9%)	High