

# IT Support Specialist

## AI Displacement Risk Report

**65%**

**MODERATE**

baseline risk before upskilling

The AI replacement risk for an IT Support Specialist is currently estimated at 65% (Moderate). AI-powered helpdesk tools and chatbots now handle tier-1 support tickets, password resets, and common troubleshooting automatically, though complex infrastructure issues, on-site support, and security incidents remain human-dependent.

### What AI already does in this role

- Tier-1 helpdesk ticket resolution via AI chatbots and knowledge bases
- Password resets and account provisioning via automated workflows
- Network monitoring and alert triage using AI anomaly detection
- Software installation and patch management via automated deployment tools
- FAQ responses and guided troubleshooting via virtual agents

### Why this career is exposed

AI-powered IT service management tools now auto-resolve a significant percentage of helpdesk tickets without human intervention. Virtual agents handle common issues like password resets and software access requests instantly. RPA automates repetitive tasks like onboarding and offboarding workflows, reducing demand for tier-1 support headcount.

### How to future-proof

Transition from reactive support to proactive infrastructure management and cybersecurity. Develop expertise in cloud platforms, endpoint security, and IT automation. Become the person who builds and manages the AI support tools, rather than the one they replace.

# Your 90-Day Upskilling Plan

Skills are ordered by risk-reduction impact. Completing all of them cuts your personal risk score by up to 60 points.

## DAYS 1–30

### **Cybersecurity & Endpoint Security** -22 pts · hard

Master endpoint protection, threat detection, and incident response — the fastest-growing area in IT with severe talent shortages

Free: CompTIA Security+ Study Resources — <https://www.comptia.org/certifications/security>

Course: Google Cybersecurity Certificate (Coursera) — <https://www.coursera.org/professional-certificates/google-cybersecurity>

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## DAYS 31–60

### **Cloud Administration** -20 pts · medium

Learn to manage Azure, AWS, or GCP environments — cloud admin roles are growing faster than traditional on-prem IT is declining

Free: Microsoft Learn (Azure Free) — <https://learn.microsoft.com/en-us/training/azure/>

Course: Microsoft Azure Fundamentals (Coursera) — <https://www.coursera.org/specializations/microsoft-azure-fundamentals-az-900>

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## DAYS 61–90

### **IT Automation & Scripting** -18 pts · medium

Use Python, PowerShell, and Ansible to automate infrastructure tasks — become the engineer who builds automation, not the one replaced by it

Free: Google IT Automation with Python — <https://www.coursera.org/professional-certificates/google-it-automation>

Course: IT Automation with Python (Coursera) — <https://www.coursera.org/professional-certificates/google-it-automation>

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## About this score

Our AI risk score is a composite index built on three dimensions derived from peer-reviewed labor economics research, including studies by Frey & Osborne (Oxford), McKinsey Global Institute, and the World Economic Forum's Future of Jobs reports. Dimensions: Task Routinization (40%), AI Tool Penetration (35%), Human Judgment Dependency (25%).

Source: Paulo Nakanishi. AI Career Risk Index (v2026.2), licensed CC BY 4.0. Full dataset and methodology: <https://aicareer.me/data/ai-career-risk-index/>

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