



*Expert English CA*

*Time: 1h30m*

*Carefully look at the job offer below and write a one-page cover letter for that position.*

Your address

Ashu peter  
Software engineer  
690995452  
P.Box:089  
Yaounde -Cameroon

**ICT Officer Cameroon Buea - The Norwegian Refugee Council (NRC)**

*to Human Resources manager*

Duties and responsibilities

- Provides technical support to the staff of the different Bases
- Assist the ICT Coordinator in the administration and maintenance of the operational information system (Windows 2008 R2 servers, Exchange mail server, SharePoint, routers, switch, workstations, printer/photocopier/scanner/video projector devices);
- Carry out daily Internet access verification tasks at the various NRC sites;
- Send the monthly report of anomalies to the ICT coordinator for verification and compilation;
- Perform access tests to shared network resources.
- Make operational the operating systems, production tools and applications (Outlook, Okta, SharePoint etc.);
- Ensure the monitoring of the computer network (Wan, Lan, VPN) and the technical infrastructure;
- Perform data backup according to the procedures and policies in place;
- Ensure preventive maintenance of computer equipment according to the policies in place and after consultation with the ICT coordinator;
- Assist users (incident resolution and configuration);
- Report to the coordinator the breakdowns and difficulties encountered in the resolution of incidents;
- Assist the ICT coordinator in the management of servers and network resource sharing;
- Participate in data encoding according to the department's request;
- Training on NRC tools and their operation according to the policies and procedures in place;
- Send to the ICT coordinator the monthly incident report according to the reporting schedule;

I. Professional competencies

- Mastery of Wan/Lan/VPN networks;
- Knowledge of Windows 2008 R2 / Windows 2012 exchange Server ;
- Knowledge of Office 2016 / Windows 10 pro;
- Advanced knowledge in IT helpdesk;

Strong organizational skills;  
Technical reporting skills;  
Excellent negotiation and technical incident management skills;  
Excellent time management skills;  
High school diploma in computer science;  
Minimum 2 years of professional experience in a similar position;  
Fluency in French would be an asset.

**Context/ Specific skills, knowledge and experience:**

Ability to work under pressure, independently and with limited supervision;  
Highest standard of ethics and integrity;  
Ability to work in insecure environments;  
communicating with respect;  
Good analytical skills, with an ability to translate analysis into recommendations for practical action, including concept note and proposal development;  
Excellent teamwork and interpersonal skills;  
Cultural sensitivity.

**1. Personal qualities**

The NRC competency framework references 12 behavioural competencies. The following skills are essential for this position:

Manage unsafe environments  
Planning and getting results  
Empowering and building confidence  
Ability to work in a team environment  
Communicate in a respectful and impactful manner

GOOD LUCK