



**End of Semester Exam
February Session 2022
Expert English**

Classes: GL3 A, B, C

Time: 2h

Considering the job offer below, write a one-page Application letter where a cover letter is not required for that position and attach documents necessary for a job application file. Address your letter to the Human Resource Manager.

Your address

Etoga Germain
Software engineer
690995452
P.O Box: 089
Batouri –Cameroon

Position Title: Information Technology (IT) Officer

Location of Work: Bertoua, Eastern Region

Type of contract: Permanent

Job purpose

The IT Officer maintains the computer networks of all types of organizations, providing technical support and ensuring the whole company runs smoothly. The IT officer monitors and maintains the company computer systems, installs and configures hardware and software, and solves technical problems.

Duties and responsibilities

- ✦ Technical expertise
- o Support and troubleshoot applications and services on associated physical servers, virtual servers, networks, storage systems and information security systems
- o Ensure all systems remain functional, available and secure
- o Install and configure computer hardware, software, systems, networks, printers and scanners
- o Deploy and support VMWare/vSphere environment including vCenter and VMWare servers
- o Configure, deploy and maintain network components including switches, routers, load balancers, firewalls, VPN concentrators and security appliances
- o Contribute to the development, maintenance and periodic testing of disaster recovery plans
- o Undertake scheduled maintenance upgrades
- o Talk to clients and computer users to determine the nature of problems
- o Investigate, diagnose and solve computer software and hardware faults
- o Check computer equipment for electrical safety
- o Maintain records of software licenses
- o Manage stocks of equipment, consumables and other supplies
- o Provide orientation and guidance to users on how to operate new software and computer equipment

- o Organize and schedule upgrades and maintenance without deterring others from completing their work
- o Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- o Maintain records/logs of repairs and fixes and maintenance schedule
- o Identify computer or network equipment shortages and place orders

Communication

- o Maintain reports and documentation that are consistent with the task at hand and available to all concerned parties via emails or standard archiving options
- o Connects easily with supervisors and colleagues at all levels in a professional manner

Creativity

- o Generate solutions or approaches to the most demanding problems within the team
- o Establish workable, prioritized, and highly effective problem-solving plans for each problem

Qualifications, Skills and Experience

- Education: Bachelor's degree in Computer Science, Electrical Engineering, Computer Engineering or similar technical discipline; or, equivalent demonstrable experience

Experience:

- o Minimum of 3 years of technology experience
- o 2 years hands-on technical roles in the field and relies on experience
- Specialized knowledge:
 - o Proficient knowledge of Windows Server OS architecture, design, management, scripting and troubleshooting
 - o Proficient knowledge of Linux based OS architecture, design, management, scripting and troubleshooting
 - o Adequate understanding of VMWare (virtualization) architecture, core services and administration
 - o Proficient understanding of security best practices
 - o Proficient knowledge of LAN and WAN technologies and protocols (TCP/IP, DNS, DHCP, SMTP, SNMP, etc.)

Skills:

- o Strong computer and communication skills
 - o Ability to recognize the sensitivity to individual organizations needs and the impact on services of the introduction of IT solutions
 - o Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities
 - o Proven ability to be flexible and work hard, both independently and in a team environment, in a high-pressure on-call environment with changing priorities
 - o Willingness to work occasionally outside of normal business hours
 - o Excellent English oral and written communication skills
 - o A result-oriented individual who thrives working in a fast-paced environment
- Interpersonal/Individual Competencies: ability to work with other team members, flexibility, decisiveness and personal integrity

Good luck!!!