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## The World Wide Fund for Nature (WWF) Cameroon is looking for an Information Technology Officer

**Want to make a positive difference to the future of people and our one shared home, the Earth? Working with WWF could be the opportunity of a lifetime:**

All around the world, people are waking up to the deepening crisis of nature loss. A growing realization that nature is our life-support system. And that nobody will be spared from the impacts of its loss. Here at WWF, we are helping to tackle this enormous global challenge.

Our people come from hugely diverse backgrounds and with a variety of expertise, ranging from HR and finance to advocacy and conservation science. We welcome applications from anyone who believes they can help us create a better future for people and wildlife.

### **What we do:**

We are an independent conservation Organization, striving to sustain the natural world for the benefit of people and wildlife. From individuals and communities to business and government, we are part of a growing coalition calling on world leaders to set nature on the path to recovery by 2030. Together, we seek to protect and restore natural habitats, stop the mass extinction of wildlife, and make the way we produce and consume sustainable.

For our Country Office in Cameroon, we are looking for a dynamic and committed **Information Technology Officer**.

### **Reports to:**

*Line Manager: Finance & Administration Manager*

*Dotted line report: Manager, Digital Transformation, Congo Basin*

**Supervises:** Information Technology Assistant

**Location:** Yaounde

**Duration:** Two (02) years renewable

### **Mission of the Department**

Information technology is the basis for communication, data management/security, and information sharing and learning in all aspects of conservation delivery and in each department. The IT Department is aiming at a cost-effective IT system to ensure effective performance.

### **Major Functions**

- a. Ensure that all WWF-CCO staff use Technology Platforms, Digital innovation and Data & AI Solutions provided to improve operations and efficiently use IT resources;
- b. Provide IT Delivery and Support to the Yaoundé Central Office and field offices.

### **Major Duties and Responsibilities:**

#### **1) Ensure WWF Cameroon Country Office delivery and Support.**

- a. Implement improvements to WWF CCO's IT Infrastructure and services to ensure efficient operations in main and field offices;
- b. Facilitate Digital Maturity implementation in CCO according to the Digital Transformation Plan for Congo Basin;
- c. Provide technical support and resolve day-to-day issues;
- d. Ensure Local network services, Digital solutions in place, Internet connectivity perform reliably to minimize downtime;



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- e. Deliver on-site or remote support based on priorities to achieve high WWF client satisfaction.
- 2) **Ensure adherence to WWF International Global Policies, standards and platforms**
  - a. Support implementation and compliance with the Cybersecurity program and other necessary compliance with WWF International Policies and Standards.
  - b. Ensure Digital dexterity via IT training implementation to end users as needed to enable productive use of digital resources.
  - c. Coordinate with the Logistics unit of the CCO Office to ensure the proper provision of IT-related equipment, supplies, and services, and identify the most suitable solutions.
- 3) **Facilitate activities of Digital Technology and Solutions projects**
  - a. Facilitate and regularly monitor activities of various Digital Technology and Solutions projects activities under implementation and report challenges to the WWF Africa Regional team. Some of those projects are Migration to M365, Canopy, PMEL, GMS and FQTI implementation.
  - b. Facilitate implementation of any other project in CCO.
- 4) **Supervise IT Assistant/interns and manage Stakeholders.**
  - a. Oversee ICT Assistants/Interns and coordinate daily IT activities, ensuring timely, accurate request handling and compliance with WWF International Standards.
  - b. Manage external Managed Service Providers.
  - c. Engage with stakeholders to ensure timely IT and Information management services that meet operational needs.
- 5) **Manage IT Assets in WWF CCO Offices Utilising Available Tools**
  - a. Maintain an inventory of IT assets along with a logbook documenting major system outages.
  - b. Ensure proper installation, maintenance, and upgrade of hardware and software.
  - c. Diagnose and resolve common issues through help desk support.
- 6) **Perform any other duties as requested by the management**

### **Profile:**

#### ***Required Qualifications***

- Bachelor's degree in information technology, Computer Science, or a related field.
- At least 5 years' experience in the position of effective IT support and administration in medium to large company.

#### ***Required Skills and Competencies***

- Proven experience with Microsoft 365 applications (e.g., Teams, SharePoint, OneDrive).
- Strong understanding of networking concepts (LAN, Wi-Fi).
- Experience with troubleshooting hardware and software issues.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to work independently and as part of a team.
- Excellent oral and written communications skills in English and French;

#### ***Values and Behaviours***

- Identifies and aligns with the core values of the WWF organisation: Courage, Collaboration, Respect & Integrity;
- Demonstrates WWF behaviours in way of working: Strive for Impact, Listen Deeply, Collaborate Openly, Innovate Fearlessly.

#### ***Working Relationships:***

- **Internal** – WWF CCO CLT (Country Leadership Team), CMT (Country Management Team) and Staff, WWF IT Regional and International staff.
- **External** – External Partners, external suppliers and vendors (hardware, endpoints, and software suppliers, satellite and infrastructure management service providers, Internet &



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Telecommunications, Service Providers, etc).

*This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.*

**How to apply:**

Apply through the link:

[https://cameroon.panda.org/apply\\_to\\_a\\_job/apply\\_for\\_a\\_job/](https://cameroon.panda.org/apply_to_a_job/apply_for_a_job/) (with a computer, please do not use a mobile phone).

**Choose job J153**

**Deadline for applications: 07<sup>th</sup> March 2025.**

Thank you in advance for your interest in this position. Please note that only shortlisted applications will be contacted for further consideration. If you have not been contacted, consider your application unsuccessful.

*WWF is an equal opportunity employer and committed to having a diverse workforce.*