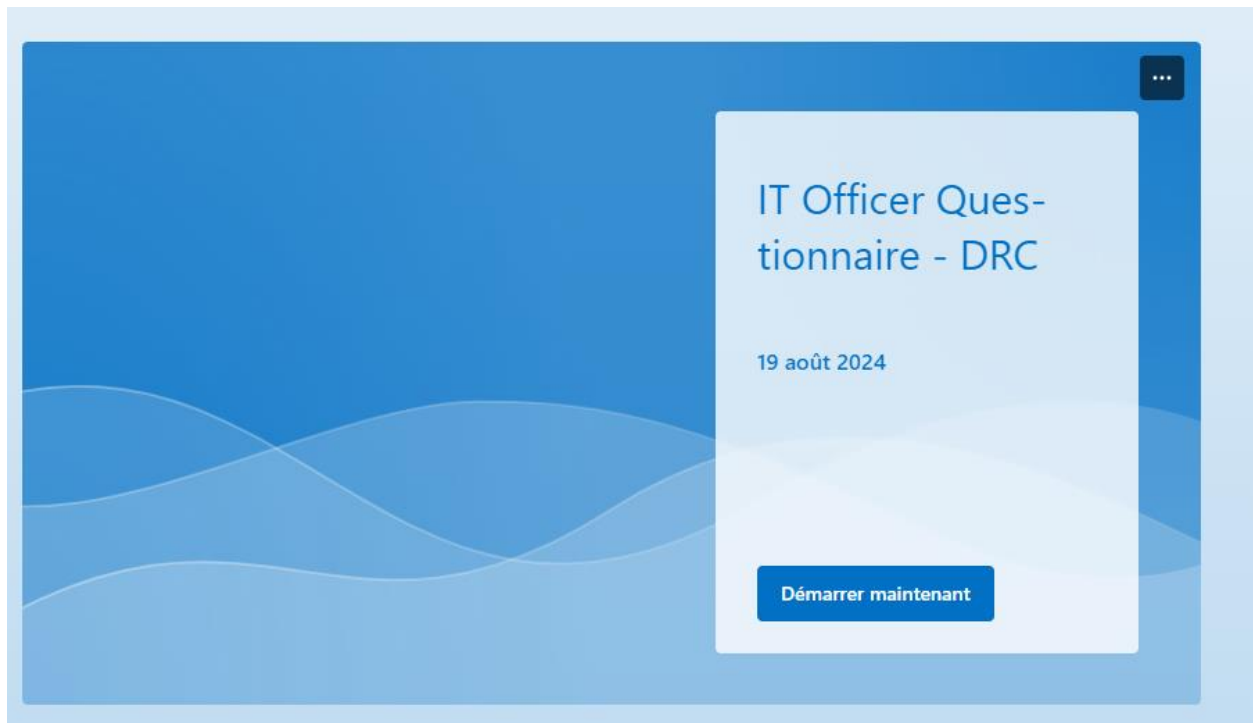




* Obligatoire

Menu Formu

General IT Knowledge

3. Can you describe your experience with different operating systems (Windows, macOS)? (5 points) *

Entrez votre réponse

4. How do you stay updated with the latest technology trends and updates? (5 points) *

Entrez votre réponse

* Obligatoire

Networking

5. Explain how you would set up a secure network for an organisation with several country hubs.
(5 points) *

Entrez votre réponse

6. What are some common networking issues you've encountered and how did you resolve them?
(5 points) *

Entrez votre réponse

* Obligatoire

Software and Applications

7. What experience do you have with enterprise software (e.g., ERP - Enterprise resource planning, CRM - Customer Relationship Management systems)? (10 points) *

Entrez votre réponse

8. How do you approach the deployment and maintenance of new software applications?
(10 points) *

Entrez votre réponse

* Obligatoire

System Administration

9. How do you manage user accounts and permissions in a large organization?

(5 points) *

- ☐ By manually adjusting permissions for each user as needed.
- ☐ Using a centralized directory service like Active Directory to manage and automate user accounts and permissions.
- ☐ Allowing each department to handle their own user accounts independently.
- ☐ Using a shared spreadsheet to track user accounts and permissions.

10. Picture a time when you had to troubleshoot a major system outage. What is the standard procedure for steps did you take to resolve the issue?

(10 points) *

- ☐ Waited for the issue to resolve itself and then checked if everything was back to normal.
- ☐ Identified the problem, communicated with affected users, isolated the issue, applied a fix, and conducted a post-mortem analysis to prevent future occurrences.
- ☐ Rebooted all systems and hoped the problem would be fixed.
- ☐ Outsourced the problem to an external IT support company without investigating the issue.

* Obligatoire

Cybersecurity

11. What steps do you take to secure sensitive data within an organization?

(5 points) *

- ☐ Ensuring all employees change their passwords daily for easier management.
- ☐ Implementing strong passwords and encryption, regular security audits, and access controls to limit who can view sensitive data.
- ☐ Sharing sensitive data openly within the organization to promote transparency.
- ☐ Disabling & enabling all security measures to improve system performance.

12. Can you explain the concept of multi-factor authentication and its importance?

(5 points) *

- ☐ Multi-factor authentication (MFA) involves using more than one method of verification (e.g., password and biometric scan) to enhance security.
- ☐ MFA is a type of encryption used to secure email communications.
- ☐ MFA is a way to back up data to multiple locations for redundancy.
- ☐ MFA is a software tool used to manage multiple devices on a network.

* Obligatoire

Problem-Solving and Analytical Skills

13. Describe a complex IT problem you encountered and the steps you took to resolve it.

(10 points) *

Entrez votre réponse

14. How do you prioritize tasks and manage your time when multiple IT issues arise simultaneously?

(10 points) *

Entrez votre réponse