

Anness A

Ministeru	Servizz Pubbliku ta' Malta
L-impjeg	ICT Support Officer



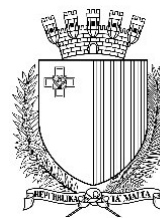
UFFIĊĊJU TAL-PRIM MINISTRU
3, PJAZZA KASTILJA, VALLETTA, MALTA

Dmirijiet u responsabbiltajiet

- i. jagħmel talbiet għall-għoti ta' servizzi godda tal-ICT jew terminazzjoni ta' servizzi antiki tal-ICT;
- ii. jipprovdi support tekniku u assistenza lill-utenti fl-użu ta' applikazzjonijiet u jwettaq *1st level support activities*;
- iii. jipprovdi support tekniku u assistenza lill-utenti fir-rigward ta' *printing, scanning u backups* fost oħrajn;
- iv. installazzjoni, spezzjoni u manutenzjoni ta' *hardware u software* tal-kompjuters, skont kif rikjest u skond l-istandards, *policies* u direttivi tal-Gvern;
- v. iwettaq b'mod preċiż talbiet li jkunu saru rigward *add-ons*, moviment, tħassir jew tibdil f'kompjuters personali, oġġetti periferali u *network connections*, fi żmien xieraq kemm fuq il-post kif ukoll barra mill-post tax-xogħol;
- vi. jinstalla *line of business software* kif rikjest u skont l-istandards, *policies* u direttivi tal-Gvern;
- vii. jassisti fl-installazzjoni, manutenzjoni u riparazzjoni tal-kompjuters, tagħmir awdjoviziv, tagħmir konness mal-kompjuters u tagħmir tal-komunikazzjoni;
- viii. jamministra u jipprovdi support għal *web portals* u *Intranets/Extranets* fi ħdan il-portafoll tal- Ministeru;
- ix. manutenzjoni ta' *ICT supplies storage*, inventarju u kunsinni, u jassisti fit-tneħħija ta' *hardware* skadut u li m'għadux jintuża;
- x. jassisti fl-iġġenerazzjoni u l-manutenzjoni ta' statistiki, rapporti, *checklists* u dokumenti oħra, relatati mal-ICT, kif neċessarju;
- xi. iwettaq dmirijiet amministrattivi relatati mal-ICT, inkluż iż-żamma xierqa tad-dokumenti u tar-rekords, u l-kitba tar-rapporti neċessarji;
- xii. jassisti fiż-żamma tar-rekords relatati mal-ICT *asset management*;
- xiii. ižżomm l-utenti informati dwar titjib fis-sistema;
- xiv. iwettaq dmirijiet oħra relatati mal-ICT skont id-direzzjonijiet u istruzzjonijiet tas-superjuri tiegħu/tagħha;
- xv. kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A

Ministry	<i>Malta Public Service</i>
Job title	<i>ICT Support Officer</i>



OFFICE OF THE PRIME MINISTER
3, PJAZZA KASTILJA, VALLETTA, MALTA

Duties and responsibilities

- i. raising requests for the provision or termination of ICT services;
- ii. providing technical support and assistance to users in using applications and performing 1st level support activities;
- iii. providing technical support and assistance to users related to printing, scanning and backups among others;
- iv. installing, inspecting and maintaining computer hardware and software as required and in accordance with Government standards, policies and directives;
- v. accurately performs requests for add-on's, moves, deletions and changes to personal computers, peripherals and network connections in a timely manner both on site and off site;
- vi. installing line of business software as required and in accordance with Government standards, policies and directives;
- vii. assists with the setting up, maintenance and repair of computers, audio-visual equipment, computer-linked equipment and communications equipment;
- viii. administering and providing support for web portals and Intranets/Extranets within the Ministry portfolio;
- ix. maintaining ICT supplies storage, inventory and deliveries and assists in the writing off of obsolete hardware;
- x. assists in generating and maintaining ICT related statistics, reports, checklists and other documentation as necessary;
- xi. carries ICT related administrative duties that include filing, record keeping and report writing;
- xii. assists in record keeping related to ICT asset management;
- xiii. keeps users informed of any system enhancements;
- xiv. performing other ICT related works or projects as assigned by superiors;
- xv. any other duties as directed by the Principal Permanent Secretary.