

Anness A

Ministeru	<i>Servizz Pubbliku ta' Malta</i>
L-impjieg	<i>Senior ICT Support Officer</i>



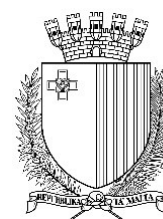
UFFIĊĊJU TAL-PRIM MINISTRU
3, PJAZZA KASTILJA, VALLETTA, MALTA

Dmirijiet u responsabbiltajiet

- i. Jassisti fl-analiżi, ix-xiri, l-implimentazzjoni u l-evalwazzjoni tal-hardware u software tal-IT;
- ii. Iressaq talbiet opportuni għall-ġhoti jew terminazzjoni ta' servizzi tal-ICT u jipprovdi support tekniku u assistenza lill-utenti fl-użu ta' applikazzjonijiet u sabiex iwettqu 2nd level support activities;
- iii. Jassisti lill-utenti fil-ħtiġiet tagħhom rigward ICT setup, inkluż il-migrazzjoni ta' data għal sistemi oħra, flimkien maċ-ċaqliq u t-tqeghid tat-tagħmir tal-ICT għal post ieħor;
- iv. Jissorvelja l-manutenzjoni tal-infrastruttura tan-network;
- v. Jimmanigġja l-inventarju tal-ICT inkluż l-assi kollha, kemm tangibbli u anke intangibbli. Ukoll ikun responsabbli li jinżammu livelli xierqa ta' hażna ta' tagħmir elettroniku relatati mal-kompjuters u oġġetti periferali;
- vi. Iżomm kuntatt ma' terzi persuni biex jassisti fil-provvista' ta' servizzi tal-ICT u/jew l-implimentazzjoni ta' proġetti tal-ICT. Dan jinkludi, iżda mhux biss, li jittestja l-applikazzjonijiet tas-sistemi u titjib fis-sistemi, u jipprovdi assistenza adegwata f'dak li huwa User Acceptance Testing;
- vii. Jipprovdi u/jew janalizza data u informazzjoni għal skopijiet ta' verifika u rapportaġġ;
- viii. Jiżgura illi l-proċeduri u l-prassi tal-kontroll tal-ICT huma fis-seħħ u li l-Government ICT Policies qed jiġu rispettati;
- ix. Ikun responsabbli għall-manutenzjoni ta' siti elettronici disponibbli għall-pubbliku permezz ta' diversi content management systems, u jipprovdi tahriġ lill-utenti;
- x. Jikteb rapporti tekniċi u/jew gwidi għall-utenti relatati mal-qasam tal-ICT u rapporti oħra li jistgħu jkunu meħtieġa mill-manigment. Dan jinkludi, iżda mhux biss, rapporti ad hoc skont il-bżonn minn database applications;
- xi. Jamministra d-drittijiet tas-sigurtà u jżomm kuntatt mas-superjuri sabiex itejjeb is-sigurtà tas-sistemi. Ukoll iżomm standards sodisfaċenti ta' sigurtà fir-rigward ta' kmamar u tagħmir tal-kompjuters;
- xii. Jipprovdi appoġġ għall-ingranaġġ ta' teknoloġija mobbli bħal apparat mobbli li jopera a bażi ta' iOS/Android/Windows u kompjuters li joperaw b'sistema ta' cloud;
- xiii. Iżomm aġġornat/a mal-iżviluppi fit-teknoloġija u fl-industrija tal-ICT;
- xiv. Kwalunkwe kompitu ieħor li s-superjur jista' jiddelega lilu, kif jista' jkun meħtieġ;
- xv. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A

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



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

Duties and responsibilities

- i. Assisting in the analysis, purchase, implementation and evaluation of IT hardware and software;
- ii. Raising requests for the provision or termination of ICT services and providing technical support and assistance to users in using applications and performing 2nd level support activities;
- iii. Assisting users in their ICT set up requirements, including migration of data to other systems and physical movement of ICT equipment;
- iv. Overseeing the maintenance of the network infrastructure;
- v. Managing ICT inventory including all tangible and intangible assets and being responsible for maintaining appropriate stock levels of computer equipment and peripherals;
- vi. Liaising with third parties to assist in the provision of ICT services and/or implementation of ICT projects. This includes, but is not limited to, testing system applications and enhancements and assisting in User Acceptance Testing;
- vii. Providing and/or analysing data for verification or reporting purposes;
- viii. Ensuring that ICT control procedures and practices are in place and that Government ICT policies are being adhered to;
- ix. Maintaining public facing websites using a variety of content management systems and delivering user training;
- x. Writing technical reports and/or user guides related to the ICT field and other reports as may be required by management. This includes, but is not limited to, generating ad hoc reports as may be required from database applications;
- xi. Administering security rights and liaising with superiors in order to improve systems security. Also maintaining satisfactory standards of safety and security in relation to computer rooms and equipment;
- xii. Providing support for the leverage of mobile technologies such as iOS/Android/Windows mobile devices and cloud-based computing;
- xiii. Keeping abreast with technology developments and trends within the ICT industry;
- xiv. Undertaking any other tasks which the superior may delegate to him/her, as may be required;
- xv. Any other duties as directed by the Principal Permanent Secretary.