JOB DESCRIPTION

Position: *ICT Unit Manager*

Reports to: *ICT Head*

1.   **BASIC FUNCTIONS**

The Climate Action Authority is the first of its kind, and we recognise that our success depends on a capable, committed team. We are seeking an experienced and dedicated ICT Manager who will be instrumental in ensuring high standards of performance, reliability, and security across our systems.

The ICT Manager will be responsible for carrying out duties assigned by the Authority, in line with its aims and objectives, and in accordance with relevant legal instruments, including the Authority Act, subsidiary national legislation, as well as applicable European Union and international frameworks.

Specifically, the ICT Manager will manage, maintain, and support the Authority's ICT systems, ensuring that all technological resources effectively support the organisation's mission and operations.

2.   **POSITION OBJECTIVES**

- To ensure that all assigned responsibilities are executed promptly, accurately, and in full alignment with the Authority's overarching aims, objectives, and statutory obligations
- To maintain and reinforce compliance with all relevant national, European Union, and international standards, regulations, and best practices applicable to the Authority's ICT operations.
- To actively support the Authority's broader mission by employing effective planning, resource management, and quality control measures, thereby enhancing operational efficiency and contributing to continuous improvement.
- To foster a collaborative, forward-thinking environment within the ICT unit, encouraging continuous learning, innovation, and the adoption of new technologies that drive organisational excellence.
- To engage effectively with internal and external stakeholders, ensuring transparent communication and timely resolution of ICT-related issues, whilst supporting strategic decision-making through accurate, data-driven insights.

3.   **DUTIES OF ICT UNIT MANAGER**

The ICT Unit Manager is responsible for the satisfactory performance of the duties in Annex A.

4. ORGANISATIONAL RELATIONSHIPS

4.1 Structural

Responsible to the ICT Head or Line Supervisor.

The ICT Unit Manager may be required to coordinate teams within the Authority to work on specific tasks or projects, and thus be responsible for one or more other staff members.

4.2 Authority

The ICT Unit Manager is authorised to take any reasonable actions consistent with the position's objectives and responsibilities, subject to directives issued by the Line Superior or their appointed representative.

4.3 Responsibility

The ICT Unit Manager is responsible for the satisfactory execution of all duties outlined withing Annex A, as well as any additional tasks or responsibilities reasonably assigned by their direct superior, provided these align with the position's requirements. They shall foster and promote a strong work ethic and a commitment to delivering high-quality services to the public.

4.4 Accountability

The ICT Unit Manager is fully accountable for all duties undertaken, including those carried out by any assigned team members. The Manager's performance and effectiveness will be evaluated against the following criteria:

- Adherence to the Authority's policies, procedures, and legal requirements, as well as direction from the ICT Head or their representative next in line.

- The reliability, accuracy, and relevance of technical advice, expertise, and services provided.

- The consistent delivery of services, solutions, and support within agreed time frames.

- Responsible use of financial, technical, and human resources, demonstrating cost-effectiveness, added value, and the prudent allocation of Authority assets.

- The proactive identification and implementation of innovative solutions, process enhancements, and forward-looking strategies that contribute to the Authority's objectives.

- Positive feedback and satisfaction from internal and external stakeholders, reflecting a collaborative, service-oriented approach.

4.5 Cooperation and Teamwork

The ICT Unit Manager shall promote and contribute to a culture of cooperation, collaboration and teamwork within the Authority.

4.6   Supervision

The ICT Unit Manager will receive directives from the Head of ICT or her/her representative.

5.   ELIGIBILITY REQUIREMENTS

5.1   Qualifications and Experience

In possession of a recognised qualification at MQF Level 6 (minimum of 180 ECTS/ECVET credits or equivalent*) in Computing, ICT, or a closely related field.

Candidates preferably hold a minimum of 5 years of working experience in a formal and mature ICT environment and 3 years in a leadership role with a demonstrated track record of success.

Qualifications at a level higher than a recognised qualification at MQF Level 6 will be accepted for eligibility purposes, provided they meet any specified subject requirements. Candidates with qualifications at a higher level than an MQF Level 6, a minimum 3 years' working experience in a formal and mature ICT environment and 1 year in a leadership role is preferably required.

A Masters' qualification at MQF Level 7, or equivalent, must comprise a minimum of 90 ECTS/ECVET credits or equivalent1. A recognised Masters' qualification with a minimum of 60 ECTS/ECVET is only accepted subject to an MQRIC formal Masters' recognition statement being submitted with the application. A recognised Masters' qualification from the University of Malta (awarded pre-2009) with less than 60 ECTS/ECVET credits is acceptable if it is verified by MQRIC that the workload is comparable to at least 60 ECTS/ECVET credits.

5.2   Other

The applicant must have:

- Ability to communicate in Maltese or/and English languages.

- Excellent negotiation and communication skills.

- Strong analytical and problem-solving abilities.

- Attention to detail and strong organizational skills.

The appointment of candidates who are not citizens of Malta may necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

Success Metrics

- Achievement of key performance indicators related to the Authority's ICT and Communications infrastructure.

- Successful and implementation of ICT requirements as outlined in Annex A.

6. OTHER PROVISIONS

6.1   This appointment is subject to a probationary period of twelve (12) months.

6.2   Selected candidates must be of conduct which is appropriate to the post/position applied for. Prior to appointment, selected candidates must produce a Certificate of Conduct issued by the Criminal Records Office or other competent authority not earlier than six (6) months from the closing date of this call for applications, which should be submitted by the selected candidate within one (1) week from the date of the notification of appointment.

6.3   <u>Submission of documentation</u>

With application:

    i.   CV

    ii.   Covering letter

    iii.   Scans of certificates/transcripts and/or testimonials or Jobsplus records or similar supporting work experience.

    iv.   Scan of ID Card/ passport

At interview:

    i.   Originals of certificates/transcript presented with application (for verification)

    ii.   Original ID card or passport (for verification)

    iii.   MQRIC certification of equivalence in case of foreign qualifications

Prior to signature of contract of employment:

    i.   Jobsplus / Identita (Identity Malta) permit to work, if applicable

    ii.   Certificate of good conduct (original/s)

6.4   In terms of the requirements emanating from Directive 16, regarding the "Governing Framework for Preventing and Managing Conflicts of Interest in the Public Administration", issued by the Principal Permanent Secretary on 27th November 2023 and which came into force on 1st February 2024, the Selection Board will assess candidates' previous employments to assess potential conflicts of interest. In this respect, candidates are to provide a completely updated CV, including qualifications and employment history with their application. Any potential conflict of interest matters noted will be reported, to ensure that should the candidate be recruited, such conflicts of interest would be appropriately managed. Moreover, selected candidates are to report any known actual, potential or apparent conflicts of interest prior to accepting an appointment, through the prescribed Declaration available at Appendix 1 to Directive 16.

Annex A

Duties and Responsibilities

- Ensure full compliance with GMICT Policies, data protection regulations (GDPR), and other relevant national or organisational standards;

- Develop, enforce, and monitor ICT policies, procedures, and strategic plans to align with organisational goals;

- Maintain oversight of IT budgets, procurement processes, and contract management for ICT-related services;

- Establish and maintain robust security protocols to safeguard systems, networks, and data from internal and external threats;

- Perform regular security audits, vulnerability assessments, and incident response planning;

- Oversee user access management;

- Plan, implement, and manage ICT systems, including operating systems, hardware, software applications, and enterprise solutions;

- Oversee the maintenance, upgrades, and optimisation of ICT infrastructure to ensure business continuity and scalability;

- Manage cloud solutions, virtualisation platforms, and other digital transformation initiatives;

- Monitor and optimise the performance, reliability, and security of network infrastructure, including LAN, WAN, and Wi-Fi networks;

- Ensure seamless connectivity across multiple sites and provide secure remote access solutions for employees;

- Manage network configurations, firewalls, VPNs, and IP-based services;

- Design and implement robust backup and disaster recovery plans to minimise data loss and system downtime;

- Conduct regular testing of recovery solutions and ensure redundancy in mission-critical systems;

- Collaborate with stakeholders to develop and maintain a Business Continuity Plan (BCP);

- Lead the IT support function to provide efficient troubleshooting, technical support, and guidance to all users;

- Act as a liaison between the ICT department and other organisational units to align ICT services with operational needs;

- Facilitate ICT-related training and awareness programmes for employees to promote effective use of technology;

- Use monitoring tools to assess system performance, diagnose potential issues, and recommend upgrades or improvements;

- Prepare regular reports on system performance, user satisfaction, and compliance metrics for senior management;

- Manage and maintain the organisation's digital presence, including its website, social media channels, and other communication platforms;

- Ensure alignment of digital communication strategies with organisational branding and communication goals;

- Oversee the setup, maintenance, and troubleshooting of access control systems and physical security technologies (e.g., CCTV, biometric systems);

- Identify and implement new technologies to improve operational efficiency and service delivery;

- Develop roadmaps for digital transformation projects and emerging technology adoption;

- Evaluate ICT trends to ensure the organisation remains competitive and up to date;

- Supervise, mentor, and guide the ICT team to ensure a high-performing, collaborative environment;

- Allocate resources effectively, set performance goals, and foster professional development within the team;

- Manage external vendors and contractors to ensure the delivery of ICT services meets organisational standards;

- Follow established standards and ensure full compliance with central ICT requirements as outlined a by the Chief Information Officer (CIO) within the Ministry;

- Coordinate work with the rest of the team including senior officers and officers.

The ICT Unit Manager may also be required to carry out any other duty as may reasonably be directed by the Line Superior and or his/her representative.