

Position Description			
<b>Title:</b>	Manager (ICT)	<b>Grade:</b>	
<b>Division:</b>	Administration	<b>Jobsplus Permit no:</b>	653/2023

### Overall Purpose of Position

The Head of ICT will manage the ICT division and follow ICT development closely and be able to see the scope for implementation of innovative approaches within MCCAA. In addition to sufficient technical understanding and skills, the job holder will be an excellent forward thinking leader and manager, who has an understanding and interest in of business management and ICT development.

The areas of responsibility include all IT related systems, software, website, any development and telephony. This will include personal means of working and communicating, remote access to systems from home or on the move, office systems, resources and customer management systems, and product development.

### Main Accountabilities & Responsibilities

The overall objective of the head of ICT is to drive both ICT strategy and day to day operational ICT and web services provision, ensuring that all entities within MCCAA has suitable technical resources, applications and support to achieve their objectives (on site and remotely) effectively, securely, and with a competitive and innovative edge compared with other authorities. All of this to be achieved within reasonable budget constraints.

The selected candidate will be expected to:

- Lead, manage, motivate and develop the ICT team so that they are able to meet expectations;
- Create and keep under review an inspiring, compelling, forward looking and customer-centric vision for ICT within MCCAA which will help us deliver and built our reputation further;
- Work in a collaborative way with the other senior staff to develop the ICT vision and strategy and their translation into priorities and actions for the team and for others;
- Schedule, control, and manage delivery of ICT provision, support, hardware, and developments in a timely, cost effective, and efficient way, balancing the use of in-house and external resources appropriately;
- Ensure ICT developments and new software/hardware are fit for purpose and deliver the intended benefits in a timely manner;

- Ensure that ICT systems and procedures promote data and information security and business continuity, in line with best practice and relevant standards such as ISO27001;
- Make a significant contribution to the strategic direction, management and culture of MCCAA;
- Carry out effectively any other duties and responsibilities and undertake other assignments as directed by the Chairperson's Office.

### **Working Conditions**

- May be required to travel on company business;
- Abide by rules and regulations issued by MCCAA;
- Consult with other departmental managers as may be required;
- Expected to maintain oneself abreast with best practices relevant to the post and attend any training which may be provided;
- The nature of this position requires the employee to be physically present during office hours. However, telework may be granted in line with the Authority's Telework Policy.

### **Qualifications and Experience**

By the closing time and date of this call for applications, applicants must:

- i. Be in possession of a recognised degree at MQF Level 6 (subject to a minimum of 180 ECTS/ECVET credits, or equivalent) in ICT or an appropriate, recognised, comparable qualification plus four (4) years relevant work experience; or

Be in possession of a recognised qualification at MQF level 7 (subject to a minimum of 90 ECTS/ECVET credits, or equivalent) in ICT, or an appropriate, recognised, comparable qualification plus two (2) years relevant work experience.

- ii. Have excellent verbal and written communication skills in both Maltese and English; and
- iii. Be in possession of a clean police conduct, not older than six months.

### Interpersonal Skills

- Work under limited supervision;
- Detail oriented and works with a high degree of accuracy and confidentiality;
- Problem solving skills, able to multitask and meet challenging deadlines;
- Strong competency in record keeping using databases and spreadsheets;
- Highly organised and flexible;
- Able to maintain a professional approach at all times.

Interested candidates are to send their motivation letter, clearly quoting the position being applied for, together with a detailed **Europass CV** and **copies of academic qualifications**, to the Director (Human Resources and Administration) by email on [careers.hr@mccaa.org.mt](mailto:careers.hr@mccaa.org.mt) by the **12 September 2023**. Late applications will not be considered.