



## **PUBLIC CALL FOR APPLICATIONS FOR THE FILLING OF POSITIONS WITHIN THE MALTA COMPETITION AND CONSUMER AFFAIRS AUTHORITY**

### **POST OF ICT TECHNICAL OFFICER**

MCCAA invites applications for the post of ICT TECHNICAL OFFICER.

#### **1. Duties**

The duties of ICT TECHNICAL OFFICER include:

#### **Overall Purpose of Position**

ICT technical officers monitor and maintain the computer systems and networks of the Authority. Part of their duty involves install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person.

The technical officer's role spans one or more areas of expertise. They may also work within first or second-line support. The work is as much about understanding how information systems are used as applying technical knowledge related to computer hardware or software.

#### **Main Accountabilities & Responsibilities**

ICT technical officers are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary but include:

- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer systems and networks;
- talking staff through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
- troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- replacing parts as required;
- providing support, including procedural documentation and relevant reports;
- following diagrams and written instructions to repair a fault or set up a system;
- supporting the roll-out of new applications;
- setting up new users' accounts and profiles and dealing with password issues;
- responding within agreed time limits to call-outs;
- working continuously on a task until completion (or referral to third parties, if appropriate);
- prioritizing and managing many open cases at one time;
- rapidly establishing a good working relationship with staff;
- testing and evaluating new technology;
- conducting electrical safety checks on computer equipment;
- assisting in the analysis, purchasing, implementation and evaluation of IT hardware and software;
- coordination of projects, maintenance and servicing with third parties;
- compliance with Data Protection and other IT related legal requirements;
- administering websites, intranet, facebook;
- familiar with wordpress / Joomla and Sharepoint;
- ensuring information systems' integrity and security as required by Government policies;
- keeping up to date user roles profiling to ensure efficient operations at all levels;

- ICT related administrative duties that include filing, record keeping and report writing.
- providing end users with application related technical support and assistance prior to incident escalation;
- assisting in the management of ICT inventory including hardware, software and licences;
- raising requests for the provision or deletion of ICT services;
- performing other ICT related work or projects as assigned by the Chairman or his delegate;

Further details of the job description of the post may be obtained from MCCA's HR department via email through [vacancies.mccaa@mccaa.org.mt](mailto:vacancies.mccaa@mccaa.org.mt).

### **Eligibility requirements**

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

- a. Be in possession of a recognized Diploma at MQF Level 5, equivalent in Computing and /or ICT or higher;
- b. Holders of professional certifications in the ICT domain, such as Microsoft, Cisco, Linux and ITIL amongst other will be given preference;
- c. Candidates who have not yet formally obtained any of the above-mentioned qualifications will still be considered, provided that they submit evidence that they have been approved for the award of the qualifications in question, or successfully completed the necessary ECTS/ECVETS credits, or equivalent, taken as part of a recognized MQF level programme of study, as required in the afore-mentioned eligibility criteria or higher, by the closing time and date of the call for applications;
- d. Have solid analytical and report writing skills coupled with an excellent command of verbal and written English and Maltese;

Candidates must produce a Certificate of Conduct issued by the Police or other competent authority not earlier than one (1) month from the date of application.

Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC.

### **2. Submission of supporting documentation**

Qualifications and experience claimed must be supported by certificates and/or testimonials, copies of which should be attached to the application. Scanned copies should be sent electronically with the curriculum vitae. Original certificates and/or testimonials are to be invariably produced for verification at the interview.

### **3. Submission of applications**

Applications, together with a *curriculum vitae* showing qualifications and experience, will be received by email on [vacancies.mccaa@mccaa.org.mt](mailto:vacancies.mccaa@mccaa.org.mt) by not later than **Sunday 25<sup>th</sup> February 2018**.