MINISTRY FOR EDUCATION AND EMPLOYMENT

POSITION OF ICT SUPPORT OFFICER
IN THE OFFICE OF THE CHIEF INFORMATION OFFICER
WITHIN THE MINISTRY FOR EDUCATION AND EMPLOYMENT

(Ad hoc capacity building approval dated 20 March 2014)

“In accordance with clause 3.1(l) of the current Collective Agreement, nomenclatures importing the male gender include also the female gender”.

1.0 General

1.1 The Permanent Secretary, Ministry for Education and Employment invites applications for the position of ICT Support Officer in the Office of the Chief Information Officer (OCIO) within the Ministry for Education and Employment (MEDE).

1.2 The OCIO is the primary ICT business driver of the MEDE. The OCIO champions consolidation within the Ministry, contributes to development of corporate Ministerial ICT and e-Government policies and strategies, is a key player in active applications of ICTs for the improvement in service delivery and realisation of efficiency gains, and nodes for the dissemination of best practice and primary feedback channel.

2.0 Duration of Assignment and Conditions

2.1 A selected candidate will enter into a thirty-six (36) month assignment as an ICT Support Officer in the OCIO, which may be renewed for further periods.

2.2 The position of ICT Support Officer is subject to a probationary period of one (1) year.

2.3 If a selected candidate is a Public Officer holding a substantive grade/indefinite status in the Malta Public Service, and during the assignment period is appointed to a grade with a Salary Scale higher than Scale 11, he/she will be expected to relinquish the duties of an ICT Support Officer and be transferred to duties pertinent to his/her new grade. However, if the substantive salary of a selected candidate becomes higher than the maximum of Salary Scale 11 through progression, he/she will be allowed to complete his/her term of engagement as provided by the assignment in force.

3.0 Salary

3.1 The salary attached to the position of an ICT Support Officer is equivalent to the maximum of Salary Scale 11, which in 2014 is €18,346.00
Duties and Responsibilities

The duties and responsibilities of an ICT Support Officer shall include the following:

- replying to support calls by executing day-to-day operations including database maintenance and general support;

- assisting in the analysis, evaluating, testing, purchasing and implementation of IT hardware and software;

- providing support with the knowledge that time is of the essence;

- coordinating projects with third parties;

- complying with Data Protection requirements;

- administering websites;

- ensuring Information Systems integrity and security as required by Government and the MEDE policies;

- providing network support including overseeing the maintenance of the physical network, deployment of IT services and applications;

- ensuring correct systems operation;

- installing, inspecting and maintaining computer hardware and software as required and in accordance with Government standards, policies and directives;

- adhering to industry standards, methodologies, techniques and procedures and exercising a degree of skill, care and diligence in accordance with generally accepted practices and principles;

- adhering to and all times abiding to policies and procedures regarding safety, security and other reasonable rules and regulations applicable;

- complying fully with Health & Safety regulations, security standards and environmental protection;

- obtaining and maintaining all approvals, permissions, permits and licenses required to comply with national laws and regulations that may be applicable for the provision of the Services;

- trouble-shooting and diagnosing hardware/software problems and when necessary escalating any issues which may potentially impact the provision of the service provided;

- responding to enquiries regarding system operation from user recommending or performing remedial actions to correct problems including the fixing of defective hardware and performing hardware and software upgrades;
- obtaining training on new technologies or related to future technical assignments which may include but may not be limited to website maintenance;
- lending day to day help desk support to all educational and administrative personnel on IT systems, including diagnosing problems;
- solving all problems which occur in a timely manner and escalating incidences of major common problems;
- monitoring on a regular basis the status of data captured for consistency and validity, maintaining records and providing statistics;
- attending to training related to information technology in Malta or abroad;
- liaising with MEDE’s Departments and/or MITA regarding new systems or system enhancements and other ongoing projects;
- performing other ICT duties assigned from time to time as requested by the Chief Information Officer as related to this position;
- performing any other duties according to the exigencies of the Public Service as directed by the Principal Permanent Secretary.

5.0 Eligibility Requirements

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

(i) (a) citizens of Malta; **OR**

(b) citizens of other Member States of the European Union who are entitled to equal treatment to Maltese citizens in matters of employment by virtue of EU legislation and treaty provisions dealing with the free movement of workers; **OR**

(c) citizens of any other country who are entitled to equal treatment to Maltese citizens in matters related to employment by virtue of the application to that country of EU legislation and treaty provisions dealing with the free movement of workers; **OR**

(d) any other persons who are entitled to equal treatment to Maltese citizens in matters related to employment in terms of the law or the above-mentioned EU legislation and treaty provisions, on account of their family relationship with persons mentioned in paragraph (a), (b) or (c); **OR**

(e) third country nationals who have been granted long-term resident status in Malta under regulation 4 of the “Status of Long-Term Residents (Third Country Nationals) Regulations, 2006” or who have been granted a residence permit under regulation 18(3) thereof, together with family members of such third country nationals who have been granted a residence permit under the “Family Reunification Regulations, 2007”.
The advice of the Citizenship and Expatriates Department should be sought as necessary in the interpretation of the above provisions.

The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. The Employment and Training Corporation should be consulted as necessary on this issue.

(ii) able to communicate in both the English and Maltese languages;

(iii) (a) in possession of a recognised qualification in ICT at MQF Level 5 or a recognised comparable qualification; OR

(b) in possession of at least three (3) years work experience in ICT.

Qualifications at a level higher than that specified above will be accepted for eligibility purposes, provided they meet any specified subject requirements.

Moreover, 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 by the closing time and date of the call for applications.

(iv) of good moral character (applicants who are already in the Malta Public Service must produce a Service and Leave Record Form (GP 47); those applying from outside the Service 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 and state whether they have ever been in Government Service, giving details).

5.2 Due consideration will be given to applicants who, besides the requisites indicated in paragraph 5.1, have proven relevant work experience including technical experience.

5.3 Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC, or other designated authorities, as applicable, as per provisions applicable to this call for applications (see link below in paragraph 9.1).

6.0 Submission of Supporting Documentation

6.1 Qualifications and/or experience claimed must be supported by certificates and/or testimonials, copies of which should be attached to the application. Diploma/Degree/Post-Graduate certificates or comparable qualifications must be accompanied by a transcript in English (Diploma/Certificate supplement), showing the Degree obtained and the final classification. Scanned copies sent electronically are acceptable.

6.2 Original certificates and/or testimonials are to be invariably produced for verification at the interview.
7.0 Selection Procedure

7.1 Eligible applicants will be assessed by a Selection Board.

8.0 Submission of Applications

8.1 Applications, together with an updated Service and Leave Record Form (GP 47 - https://education.gov.mt/en/Documents/Vacancies/GP47.pdf) in the case of Public Officers, and a summary of qualifications and experience in the European Curriculum Vitae Format will be received by the Customer Care Section, Great Siege Road, Floriana, VLT 2000, or the Education Office, Fortunato Mizzi Street, Victoria, Gozo VCT 2000 by not later than noon (Central European Time) of Tuesday 26 August 2014. Applications can also be submitted through the Online Government Recruitment Portal on http://recruitment.gov.mt by the said closing time and date. Further details concerning the submission of applications are contained in the general provisions referred to below.

9.0 General Provisions

9.1 General provisions concerning this call for applications, with particular reference to:

- other applicable conditions;
- reasonable accommodation for registered persons with disability;
- the submission of recognition statements in respect of qualifications;
- the publication of the result;
- the process for the submission of petitions concerning the result;
- medical examination;
- access to application forms and related details;
- retention of documents,

may be viewed by accessing the website of the Public Administration HR Office at the address http://www.pahro.gov.mt/file.aspx?f=371 or may be obtained from Customer Care Section, Great Siege Road, Floriana, VLT 2000, or the Education Office, Fortunato Mizzi Street, Victoria, Gozo VCT 2000. These general provisions are to be regarded as an integral part of this call for applications.

For the purpose of paragraph 6.1 of the General Provisions of this call for applications, the fax number is +356 2598 2264.