

# Job Description

Position: Senior Officer (IT&T)  
Grade: C  
Directorate: Corporate Services  
Reports to: Line Superior (As assigned from time to time)

## Key Responsibility

In the role of Senior Officer (Information Technology & Telecoms), the Officer is responsible to manage the office, functions and deliverables under the area of responsibility in line with the aims and objectives of the Authority and provide strategic support to the directorates of the Authority.

## Section A

### General Employee duties within the assigned responsibilities

1. Perform duties within the provisions of the Environment & Resources Authority (ERA) Act, subsidiary and / or related legislation, and that all operations and activities comply with the relevant legal instruments;
2. Contribute to the objectives of the Authority by effectively planning, organising, leading and controlling the assigned responsibilities;
3. Serve as a point of reference for the Authority in the assigned responsibility;
4. The Officer is expected to:
  - a. represent the Authority in meetings including but not limited to commissions, committees, Board meetings conferences, public consultation meetings, hearings, mediation, remedial action, legal hearings, tribunal sittings, court sittings within and outside the official working hours of the Authority, both locally and abroad;
  - b. observe and comply with guidelines and directions as may be issued by Senior Management;
5. Assist to meet the public's demands in line with the Authority's responsibilities;
6. Inform, advise and report to immediate superiors on matters, developments, issues and cases;
7. Resolve issues and cases that fall within the assigned responsibilities;
8. Participate and represent the Authority in internal and external meetings, training seminars, public consultation, negotiation meetings, hearings, mediation, remedial action, and / or court and tribunal sittings;

9. Analyse, interpret, apply and implement in a timely and appropriate manner any relevant National, and International legislation, directives, procedures, and similar obligations as well as any other relevant documents, and providing information and guidance to other officers within the Authority;
10. Participate in internal and external investigations;
11. Participate in media, awareness-raising and PR activities and campaigns;
12. Address enquiries and complaints and providing information and reports with recommendations;
13. Provide support to other Authority functions as relevant and participating in internal and external meetings;
14. Administer, coordinate, collect, map, report, record, analyse and audit data logs and information that is generated both internally and externally outside the Authority
15. Maintain the Authority databases;
16. Contribute to research studies;
17. Contribute and adhered to the Policy Standards, Practices and Procedures set by the Authority;
18. Support and substitute other officers in attaining the Authorities goals and deliverables;
19. Report and provide effective briefing and correspondence on the assigned tasks and duties regularly with respective superiors;
20. Is expected to work outside normal office hours to meet deadlines;
21. Report and assist the Authority's management in HR-related matters; and
22. Perform other tasks and exercises as required or directed by the line superiors or Chief of the Authority.

## **Section B**

### **Main Duties and Responsibilities through own self and/or through any assigned officers as relevant:**

#### ***Lead***

1. Assist colleagues within the assigned areas of responsibility to ensure the delivery of effective results;
2. Mentor, supervise and motivate Authority's officers, endorsing subordinates' work, and delegating own authority as authorised by the line superiors;
3. Raise recommendations to improve performance and effectiveness and contributing to the change process;
4. Make decisions at the appropriate level of responsibility whilst taking into account the Authority policies and procedures, goals and objective;
5. Provide advice to the Authority on developments in both national and international fields within the area of responsibility and where necessary to act as a focal or contact point for the authority;
6. Promote a culture of collaboration, a positive working environment, work ethic and service to the public; and
7. Provide service to clients, following established procedure and managerial direction, ensuring the processing of applications according to set parameters.

## *Develop*

1. Review, develop and drafting policies, strategies, programmes, plans, legal documents (including contracts, notices and regulations), procedures, and practices concerning assigned areas of responsibility;
2. Develop and implement well-researched technically sound actions on generic and particular subjects and situations;
3. Support to the identification, development and implementation of strategies and policies to provide effective protection and an integrated and sustainable improvement to the environment;
4. Support in the development and implementation of business plans and budgets for the assigned responsibilities;
5. Develop, review and implement mechanisms, to ensure that any quantitative and qualitative targets, including those of any assigned subordinate officers, are attained;
6. Foster internal and external stakeholder relationships by liaising, consulting, negotiating, networking;
7. Keep abreast with relevant developments in both national and international fields including legislations and policies, procedures, environment issues and decision-making processes; and
8. Contribute to employee development and training.

## *Plan*

1. Plan targets and indicators within the assigned area of responsibility and assisting line superiors in the planning of the Authority objectives and strategies; and
2. Schedule, coordinate and prioritize work within the assigned area of responsibility.

## *Monitor*

1. Supervise and assess employee performance;
2. Assist in the monitoring of business plans, budgets, goals, policies, expenses, objectives, targets, contracts and processes and recommending necessary actions as appropriate;
3. Appraise operations within the assigned area of responsibility to ensure effectiveness, proportionality and consistency;
4. Ensure that the OHSA policies are adhered to and help secure proper regard for public safety in all the authority's actions; and
5. Ensure that data and document policies are adhered to.

## **Section C**

### ***Specific Role duties***

In the role of Senior Officer (Information Technology & Telecoms), the Officer shall be responsible to oversee and assist management in IT&T matters, including full development, maintenance and support life cycles of information systems and any other deliverables in line with the aims and objectives of the Authority.

- ***ICT Strategy***

1. Assist the line superior in drafting the IT&T strategy and business plan;
2. Assist in the development and implementation of IT&T policies and procedures for electronic data processing and computer systems operations and development; and
3. Analysis of performance of software systems and proposals for improvements.

- ***Network and Information Systems***

1. To plan, lead, co-ordinate and implement software development projects for new systems, ensuring appropriate documentation and adherence to processes, procedures and best practices.
2. To review, modify, support and maintain information systems and databases in use within the organisation in line with industry best practices and technological trends and provide training on these systems to users;
3. To plan, co-ordinate, implement, develop and monitor web services and system components to enable data exchange and interoperability with external entities as directed;
4. To plan, recommend and implement changes to infrastructure and backend systems in line with changes in hardware, version upgrades and improvements in technologies;
5. Assist contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems;
6. To co-ordinate, review and implement database administration tasks for the proper, adequate and secure data storage, manipulation and availability;
7. Identify and resolve any ICT/IS issues in a timely fashion in order to effectively minimise any operations downtime;
8. Review of feasibility of systems development / upgrades; and
9. To create, plan, setup, implement, maintain and review the Business Continuity and ICT Disaster Recovery Plans with regards to software systems, databases and backend solutions.

- ***Other ICT duties***

1. Manage inventory of technology hardware, software, resources and develop and maintain IT&T documentation;
2. Meet with ERA Officers and other entities to discuss, analyse and implement system requirements, specifications, costs and timelines; and
3. To draw up tender documents and requests for quotations for software systems, components and hardware and to evaluate and participate in the evaluation processes.

## **Section D**

### ***Job Entry Requirements***

#### **Qualifications**

- Bachelor's Degree [MQF Level 6] with a minimum total of 180 ECTS credits in IT / ICT or comparable qualification as recognised by NCHFE.
- Alternatively, in case of no first Degree, a Masters Degree [MQF Level 7] with a minimum total of 90 ECTS credits in IT / ICT or comparable qualification as recognised by NCHFE.

#### **Experience**

- A minimum of 3 years post-graduate relevant experience in a similar IT&T role; and
- Knowledge and hands on experience of information technology and software development with a firm understanding of related disciplines including SQL databases and GIS products and processes.

#### **Personal Skills**

- Interpersonal;
- Leadership;
- Communication;
- Presentation; and
- Methodological skills.

#### **Attributes**

- Reliability & trustworthiness;
- Integrity;
- Collaborative attitude;
- Team player & builder;
- Ability to work under pressure; and
- Fluency in both written and spoken Maltese and English.

#### **Organisational Skills**

- Administration;
- Research and analysis;
- Coordination;
- Analytical skills;
- Time management;

- Project Management; and
- Negotiation.