

Job Title:	Assistant Administrative Officer (ICT)
Reports to:	Commissioner for Voluntary Organisations
Section:	Strategy and Support
Job Overview:	Assistant Administrative Officer (ICT) is required to assist in managing the Office of the Commissioner's website and assists in the managing of the provision of ICT services
Responsibilities and Duties:	<ul style="list-style-type: none"> <li>• Provides technical support</li> <li>• Coordinates the compilation of data used for business reporting purposes and provides the necessary support for their generation.</li> <li>• Assists in the reviewing of ICT Contracts</li> <li>• Coordinate the change management process and ensure that users are informed of changes made to information systems following new implementations, upgrades or enhancements.</li> <li>• Assists in gathering the necessary data for the preparation and monitoring of the strategic, budgeting and operational plans of the Office.</li> <li>• Ensure that information systems being implemented are used to their optimum, and where necessary, user requirements for new software applications are met.</li> <li>• To coordinate training for current and new staff on Information Systems in use.</li> <li>• To assist the Office in the implementation of the ICT Business strategy and website projects, including customer care to website users</li> <li>• To be aware of the Data Protection Regulations and their importance and relevance to the Office and advise management on its practical observance with regards to ICT Systems</li> </ul>



	<ul style="list-style-type: none"><li>• Assist during user acceptance testing to ensure that the system developed meets the business requirements and is according to the specifications agreed to.</li><li>• Assist and support his/her superiors in the understanding of the ICT-Business functionalities of specific business areas.</li><li>• Monitor and evaluate new technology for its relevance to the Office and offer advice accordingly in order to take full advantage of such technology available.</li><li>• To keep abreast with technical and strategic developments and trends within the ICT industry and specific business area/s.</li><li>• Performing any other duties according to the exigencies of the Office, as directed by the Commissioner.</li></ul>
Qualifications & Experience:	Applicants are in possession of a recognized qualification at MQF Level 5 (subject to a minimum of 60 ECTS/ECVET credits or equivalent with regard to programmes commencing as from October 2003), in Computing and/or ICT plus three (2) years relevant work experience in a formal and mature ICT environment;
Person Specifications	<ul style="list-style-type: none"><li>• Good interpersonal and organisational skills</li><li>• Excellent Customer Service Skills</li><li>• Able to multi-task and use initiative</li><li>• Good writing skills preferably both Maltese and English and a keen eye on detail</li><li>• Demonstrate good communication skills both orally and written together with people/social skills</li><li>• A positive attitude</li><li>• Ability to function in a team-oriented environment</li><li>• Initiative and the ability to offer new ideas</li><li>• Personal commitment to improving one's own knowledge and skills including training</li></ul>