

DESKRIZZJONI TAL-IMPJIEG

Titolu tax-xogħol:	Maniġer (ICT)
Nru. ta' postijiet biex jumtlew:	Wieħed (1)
Terminu tal-kuntratt:	Pożizzjoni indefinita
Salarju Annwali:	€28,294 b'žieda annwali ta' €1,012 w inkrement annwali ta' €531 (fuq prestazzjoni sodisfaċenti) sa massimu tas-salarju ta' €31,480 (skont l-Istruttura tal-Gradi u Salarji 2024 approvata mill-IRU) <i>(qiegħed jiġi nneozjat ftehim kollettiv ġdid)</i> Bonus ta' prestazzjoni: sa massimu ta' 10% tas-salarju annwali.
Jirraporta lil:	Direttur u/jew manġġement anzjan fl-Aġenzija
Kwalifikati Meħtieġa:	<ul style="list-style-type: none">• Diploma fl- ICT u/jew Computing (Livell MQF 5 jew oħla) U• Esperjenza ta' sena (1) f'ambjent ICT formali u matur U• Abilità biex jikkomunika b'mod professionali bil-Malti u/jew bl-Ingliz
Numru tar-Reklam maħruġ mill-Jobsplus:	432/2025
Data tal-Għeluq:	L-applikazzjonijiet għandhom jintbagħtu bl-email fuq hr.legalaidmalta@gov.mt sa nofsinhar tal- Erbgħa, 03 ta' Settembru 2025 u għandu jiġi ndikat ir-referenza LAM18/2025 Maniġer (ICT) fis-suġġett tal-email.
Dokumenti meħtieġa għall-applikazzjoni:	L-Applikanti għandhom jissottomettu: <ul style="list-style-type: none">• Curriculum Vitae aġġornat fil-format Europass inkuż in-numru tal-identitā.• Kopji skannjati taċ-ċertifikati originali.• Ċertifikat tal-Kondotta maħruġ mill-Uffiċċju tar-Rekords Kriminali jew awtorità kompetenti, maħruġ mhux iktar minn xahrejn (2) qabel id-data tal-għeluq.

Il-funzjonijiet ta' Maniġer (ICT) mal-Aġenzija Għajjnuna Legali Malta jinkludu:

- i. Jassisti fl-iżvilupp, aġġornament u implementazzjoni ta' prattiki operattivi ġoddha, u jissorvelja l-kunsinna tas-servizzi u r-riżorsi jkunu utilizzati bl-aħjar mod.
- ii. Jissorvelja l-kunsinna tas-servizzi biex jintlaħqu l-għanijiet tas-servizz u jwettaq evalwazzjonijiet u assessjar sabiex jiġi żgurat titjib kontinwu w effiċċjenza fil-proċessi.
- iii. Jassisti fl-iżvilupp u l-implementazzjoni ta' strateġija biex titjeb ir-relazzjoni mal-fornituri ewlenin u jiżgura li s-servizzi u l-prodotti tal-ICT miksuba jkunu konformi bis-shiħ mal-Ftehimiet ta' Livell ta' Servizz (SLA) u kwalunkwe obbligi kuntrattwali oħra.

- iv. Jissorvelja l-operazzjonijiet tal-ħaddiema inkluż it-taħriġ u l-evalwazzjoni, u jiggwida jew jipprovidi direzzjoni tax-xogħol lill-istaff tekniku.
 - v. Immaniġgar u kontroll tal-provista tas-servizzi kollha tal-ICT u jkun f'kuntatt mal-Information Management Unit fi ħdan il-Ministeru.
 - vi. Jassigura li jsegwi l-principji ta' ġestjoni u deċiżjonijiet tal-manġġment billi jieħu rwol ewlenin fl-implimentazzjoni ta' sistemi/soluzzjonijiet tal-ICT.
 - vii. Jiżviluppa u jikoordina id-direzzjonijiet tal-progett u l-iskedi biex tiżdied il-benefiċċji u titnaqqas l-impatt fuq l-utenti tas-sistemi IT.
 - viii. Jiżgura u jżomm is-sigurtà u l-integrità tal-istrateġiji u l-data tal-ICT kollha inkluži l-kontroll tal-aċċess tal-utenti, irkupru mill-katastrofi u l-proceduri ta' kontinwità tan-negożju.
 - ix. Ģbir ta' rapporti analitiċi dwar it-titjib kontinwu tas-servizzi bi ħsieb li jinkisbu benefiċċji sostenibbli tan-negożju.
 - x. Kuntatt mal-entitajiet relevanti, fornituri, l-Uffiċċjal Ewlieni tal-Informazzjoni tal-Ministeru u MITA dwar is-servizzi tal-ICT, hardware, software u networks biex tiġi żgurata l-operazzjoni f'żmien adatt u sigura tas-sistemi.
 - xi. Ippjanar u skedjaw l-installazzjoni ta' hardwer ġdid jew modifikat, sistemi operattivi, u software tal-applikazzjonijiet.
 - xii. Immaniġjar tar-riżorsi tas-sistemi tal-ICT inkluži l-prestazzjoni, il-kapaċità, l-okkażjonalità, il-servizzabilità u l-possibbiltà ta' rkupru.
 - xiii. Iżżomm ruħek aġġornat mal-iżviluppi teknoloġiči fit-teknoloġija tal-amministrazzjoni tas-sistemi u tirrakkomanda titjieb biex tieħu vantaġġ minn teknoloġija l-ġdida.
 - xiv. Isegwi kwalunkwe dmir ieħor skond l-esiġenzi tal-manġġment fl-Aġenzija.
 - xv. Isegwi kwalunkwe dmir ieħor skond l-esiġenzi tas-servizz skont id-direzzjoni tas-Segretarju Permanenti fil-Ministeru u s-Segretarju Permanenti Ewlieni.

JOB DESCRIPTION

Job title	Manager (ICT)
No. of positions to be filled	One (1)
Contract term	Indefinite position
Salary yearly:	€28,294 with annual increase of €1,012 and annual increments of €531 (upon satisfactory performance) up to a maximum of €31,480 (as per adjusted Grading and Salary Structure for 2024 approved by IRU) <i>(a new collective agreement is being negotiated with relevant authorities)</i> Performance Bonus: up to a maximum of 10% of yearly salary
Reporting to:	Director and/or senior management
Required qualifications:	<ul style="list-style-type: none">• Diploma in ICT and/or Computing (MQF Level 5 or higher) AND• One (1) year relevant work experience in a formal and mature ICT environment AND• Able to communicate proficiently in the Maltese and/or English languages.
Jobsplus Advert No:	432/2025
Closing date:	Applications will be received by email on hr.legalaidmalta@gov.mt by noon of Wednesday, 03rd September 2025 indicating reference number: LAM18/2025 Manager (ICT) in the subject title of the email.
Submission of application:	Applicants are required to submit: <ul style="list-style-type: none">• Updated <i>curriculum vitae</i>, in Europass format including identity card number.• Scanned copies of the original certificates.• Certificate of Conduct issued by the Criminal Records Office or other competent authority issued not earlier than two (2) months from closing date of this call.

The functions of the Manager (ICT) at the Legal Aid Malta Agency include:

- i. Assisting in developing, updating and implementing new operating practices, and ensuring all available resources are utilised to the optimum level.
- ii. Overseeing the delivery of services to meet service goals and conducting evaluations and assessments to ensure continuous improvement and process efficiencies are in place.
- iii. Assisting in developing and implementing of a strategy to improve the relations with major suppliers and ensuring that the ICT services and products procured fully comply with the related Service Level Agreements (SLA) and any other contractual obligations.

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- iv. Supervising operations staff including training and evaluating and may guide or provide work direction to technical staff.
 - v. Managing and controlling the provision of all ICT services in liaison with the Information Management Unit within the Ministry.
 - vi. Ensuring adherence to management policies and decisions by assuming a leading role in the implementation of ICT systems/solutions.
 - vii. Developing and coordinating project directions and schedules to maximize benefits and minimize impacts on the users of the IT systems.
 - viii. Ensuring and maintaining security and integrity of all ICT systems and data including user access control, disaster recovery and business continuity procedures.
 - ix. Compiling analytical reports about continual service improvement with a view to realise sustainable business benefits.
 - x. Liaising with relevant entities, suppliers, the Ministry's Chief Information Officer and MITA about ICT services, hardware, software and networks to ensure timely and secure operations of systems.
 - xi. Planning and scheduling the installation of new or modified hardware, operating systems, and applications software.
 - xii. Managing the ICT systems resources including performance, capacity, availability, serviceability and recoverability.
 - xiii. Staying current with technological developments in systems administration technology and recommending ways to take advantage of new technology.
 - xiv. Performing any other duties according to the exigencies of the Management at the Agency.
 - xv. Perform any other duties according to the exigencies of the service as directed by the Permanent Secretary within the Ministry and the Principal Permanent Secretary.