

JOB DESCRIPTION

Department	Operations Department
Unit	Information Technology
Job Title	IT – CA2 Senior Executive II (IT Support)
Reports to:	Manager (IT)
Pay Grade:	CLA 2 (Collective Agreement 2022 – 2026)

Job Summary

We are seeking a highly skilled and motivated IT Support specialist to join our dynamic team. The ideal candidate will play a crucial role in designing, implementing, and maintaining our organisation's IT systems infrastructure. The role encompasses a broad range of responsibilities, including system administration, network management, and troubleshooting to ensure the reliability and efficiency of our IT environment.

Accountability and Responsibilities

- System Design and Implementation:**
- Design, implement, and maintain scalable and secure IT systems infrastructure.
 - Deploy and configure hardware, software, and network components.
- System Administration:**
- Administer servers, storage, and virtualization technologies.
 - Monitor system performance and ensure optimal operation.
 - Perform regular system updates and patches.
- Network Management:**
- Configure and maintain network infrastructure, including routers, switches, and firewalls.
 - Troubleshoot network issues and optimize performance.
 - Implement and manage security measures to protect the organization's data.
- Technical Support:**
- Provide technical support to end-users, addressing hardware and software issues promptly.
 - Prioritize tickets via a ticketing system.

Backup and Disaster Recovery

- Manage backup solutions to ensure data integrity and availability.
- Assist in developing and testing disaster recovery plans.

Documentation:

- Create and maintain comprehensive system documentation.
- Update and enhance documentation as systems evolve.

Collaboration:

- Collaborate with cross-functional teams to understand IT requirements and provide technical solutions.
- Work closely with vendors to evaluate and implement new technologies.

Others:

- Undertake any other duties as directed by the Senior Coordinator (operations) or his delegate and perform any other job-related duties as necessary, or as assigned from time to time.

Working Conditions

- Office based.
- Might be required to undertake evening or weekend work if necessary.
- Site visits both in Malta and Gozo is required.

Self-Development

- Pursue training in information technology and any related areas as necessary to maintain a proficient understanding of the job.
- Seek new learning opportunities to improve on talent and abilities.

Required Skills/Abilities

- Strong proficiency in system administration, network management, and troubleshooting.
- Experience with virtualization technologies mainly, Hyper-V.
- Familiarity with cloud platforms mainly M365 and Azure.
- Excellent problem-solving and communication skills.

Disclaimer

This job description explains the general nature and level of work performed in this role. It is not intended to be an exhaustive list of all duties, skills, responsibilities, or knowledge. This job description is subject to change by Management as needed.