



Internal Call

Institute for Education

Senior Manager IT

Contract: Indefinite

Hours of Work: 40 Hours per week

Eligibility Requirements:

Applicants interested in the position

1. A. Are in possession of a recognised Master's qualification at MQF Level 7 (subject to a minimum of 90 ECTS/ECVET credits, or equivalent, with regard to programmes commencing as from October 2008) in the relevant area or a comparable professional qualification, and a recognised Bachelor's qualification at MQF Level 6 (subject to a minimum of 180 ECTS/ECVET credits, or equivalent, with regard to programmes commencing as from October 2003) in the relevant area or a comparable professional qualification plus one (1) year relevant work experience as a system administrator in an educational institution;
2. Are fluent in Maltese and English written and spoken;
3. Are digitally literate.

Selection Criteria

Applicants will be selected by an ad hoc selection board through a face to face interview on the following:

1. Competence in the domain of IT and system administration;
2. Knowledge of legislations and policies on all areas related to IT and online learning tools required by an educational institution;
3. Knowledge of regulations, structures and practices pertaining to procurement regulations and internal review;
4. Knowledge on NCFHE standards pertaining to the area;
5. Project management in the area;
6. Administration of EU projects.

Salary: €28,324 with annual increments of €641 up to a maximum of €32,170 and performance bonus of up to 10%, €1,000 Expense Allowance, €2500 car allowance and €1,000 all-inclusive communication allowance.

Job Description:

The IT senior Manager is responsible for

- Creating business value through technology.
- Strategic planning of business growth objectives.
- Ensuring tech systems and procedures leading to outcomes in line with business goals.
- Overseeing the development of customer service platforms.
- Manage IT and development team personnel.
- Approving vendor negotiations and IT architecture.
- Working on Information risk management (IRM).
- Establishing IT policies, strategies, and standards.
- Developing and approving technology futures and budgets.

SA Engineering and Provisioning

1. Engineering of SA-related solutions for various project and operational needs.
2. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
3. Install and configure systems such as supports GIS infrastructure applications or Asset Management applications.
4. Develop and maintain installation and configuration procedures.
5. Contribute to and maintain system standards.
6. Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

Operations and Support

7. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
8. Perform regular security monitoring to identify any possible intrusions.
9. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.

10. Perform regular file archival and purge as necessary.
11. Create, change, and delete user accounts per request.
12. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
13. Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Maintenance

14. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities.
15. Configure / add new services as necessary.
16. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
17. Maintain operational, configuration, or other procedures.
18. Perform periodic performance reporting to support capacity planning.
19. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
20. Maintain data centre environmental and monitoring equipment.

Generic

21. Assist in the preparation and delivery of the Institute's strategic and business plans to achieve the Institute's objectives while monitoring the strategic and operational plans of the Institute within approved budgets.
22. Assist lecturers in the development of online courses.
23. Creatively uploading material for courses provided by lecturers.
24. Uploading filmed material as part of a blended course and/or webinar.
25. Assist in the development of blended courses, webinars, forums etc.
26. Identify general efficiency gains leading to identifiable cost savings in collaboration with the Manager Quality Assurance.
27. Ensure that the IfE develops appropriate measures and procedures to ensure institutional and financial probity.
28. Develop a manual of procedures including all regulations and procedures required for the efficient implementation of high quality professional development by the Institute for Education.
29. Examine the regulatory compliance of the Institute for Education
30. Establish priorities for greater efficiency;

31. Providing instructional leadership to department managers
32. Developing and implementing the Institute's strategic plan virtually.
33. Implement the recommendations included in internal and external quality assurance audits;
34. Promote a quality culture while building capacity.
35. Seek standardisation and simplification in all procedures related to the Institute.
36. Handle sensitive and confidential information appropriately and with discretion.
37. Maintain contact with the CEO by giving regular updates on the activities related to quality assurance and make proposals that enable the Institute to achieve better performance and improve accountability.
38. Manage other responsibilities as may, from time to time, be assigned by the CEO and advise on any matter they may refer to him/her or on any matter which he/she considers necessary or expedient.

Interested applicants are requested to submit an online application: <http://tiny.cc/axzvhz> and send the CVs and a true copy of their qualifications by not later than the 15th January 2020 via email to ife.recruitment@ilearn.edu.mt.