

## Central Bank of Malta Job Description

**Job Title:** Senior Systems Administrator (Applications Expert)

**Office:** Core Applications

**Reports To:** Manager

**Department:** Innovation, Technology and  
Knowledge Services

**Date:** June 2024

### **Job Purpose**

To ensure the on-going provision of IT related services to all the Bank's customers through the efficient deployment of cost-effective technology solutions and to assist in the development and execution of an IT Services strategy in-line with the Bank's Business Strategy.

### **Technical / Functional Responsibilities:**

- To lead and direct a team of IT professionals in administering, supporting and optimising IT services to the Bank's internal and external customers in order to meet the changing business demands.
- To implement new operational improvements by gathering users' needs and expectations and providing appropriate IT solutions.
- To realise a high quality of service provision by ensuring that the Bank's Service and Security policies are maintained whilst seeking alignment with international standards and best practices.
- To ensure that user requests are analysed in order to identify the relative resource needs and suggest possible solutions in-line with the Bank's IT Strategy whilst identifying implications on the existing setup.
- To ensure that IT services are continually available with minimal downtime including the provision of management reports to gauge service delivery and assist in resource and process optimisation. This includes ensuring that operational documentation is developed and properly maintained.
- To develop and maintain the disaster recovery setup and procedures including monitoring of the systems' processes falling within the recovery setup, reviewing and periodically testing the recovery procedures to ensure that these are updated.
- To compile technical specifications in order to conduct the necessary technical evaluation and appropriate recommendations during the procurement process.
- To ensure that the critical daily start of day and end of day processes are completed successfully so that services are available for business operation. This will entail that the incumbent will be required to form part of a team that works in 24/7 shifts to cover the operational time windows of all applications and users and will provide expert advice to end of day operators for timely resolution of the end of day and start of day processes.
- To provide expert advice on core applications used at the Bank
  - by undertaking in depth research of respective applications to tackle operational issues

## Central Bank of Malta Job Description

- to troubleshoot and provide timely solutions to incidents
- to compile necessary reports for future enhancements and/or upgrades to existing or newly required core applications
- To ensure that the IT Systems' are updated appropriate in line with internal policies and best practices.
- To maintain an appropriate level of system security in order to mitigate any risks to availability, integrity and confidentiality.
- To apply and follow change management procedures whereby documenting changes, performing system tests or providing test environments for business driven tests and seeking the necessary approval to ensure that changes do not adversely affect the production environment.
- To keep abreast of technology developments with a view of proposing solutions / service improvement to the Bank's users.
- To assist the Manager in the performance management process for staff within the IT units.
- To assist the Manager during internal audit reviews by ensuring that any mitigation actions identified are followed up and implemented with the established timelines.
- To participate in the respective ESCB committees/working groups/task forces as necessary to ensure that the Bank is always in line with the ESCB IT mandate.
- To adhere to established Policies and Procedures.
- To report on activities undertaken.
- To ensure a high quality / standard of work and service throughout.
- To perform any other duties that may be assigned from time to time.

### **Competencies and Proficiency Levels**

#### **Within the context of their specific tasks, the incumbent is expected:**

- To be truthful and honest;
- To have a positive, can-do attitude;
- To share the Bank's intolerance of sexism, homophobia, xenophobia and racism, and to be respectful and caring towards others irrespective of sexual, religious and political orientation;
- To carry out their tasks professionally and ethically;
- To communicate effectively;
- To have a sense of the value of time and priorities;
- To respect security and confidentiality; and
- To be able to lead and to work in teams as may be the case.

#### **Where applicable, the incumbent will have the following competences at a specified level of proficiency**

**Central Bank of Malta  
Job Description**

<b>General Competencies</b>	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
Analysis, research and problem solving				✓		
Customer Care			✓			
Computer and IT Literacy						✓
<b>Managerial Competencies</b>	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
Strategic Thinking and Planning			✓			
Promoting Change through Creativity			✓			
Leading people and Performance			✓			
Managing Relationships			✓			
Operations, Processes and Information Management			✓			
Industry Awareness and Understanding			✓			
<b>Technical Competencies</b>	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
IS and Business Strategy Alignment				✓		
Solutions Development and Deployment					✓	
IT Security and Controls				✓		
Operational Management				✓		
Procurement and Contracts		✓				
Project and Program Management				✓		

**Experience and Qualifications:**

- An honours degree in IT (at MQF Level 6) together with two years' experience in IT. Consideration will be given to candidates who do not hold an academic qualification but possess at least six years related experience in IT and demonstrate proven ability to perform the tasks pertaining to the position.
- Sound knowledge of IT Standards and Best Practices.
- Sound knowledge and experience in the Bank's IT infrastructure and services will be considered an asset.
- Experience with the current applications infrastructure is an asset. Consideration will be given to experience related to the following: Oracle, SWIFT and Flexcube.
- The ability to develop solutions to bring the benefits of information technology to solve business needs.
- The ability to develop and implement goals, objectives, procedures, work standards and internal controls.
- The ability to communicate with and understand the needs of the various business areas throughout the Bank and external suppliers.
- Sound people management and team-building skills.
- Sound project management skills including the ability to work under pressure and handle multiple projects.
- A disposition to form part of a team that works in 24/7 shifts to cover the operational time windows of all applications.

## Central Bank of Malta Job Description

### Working Relationships and Lines of Communication

- |                 |   |
|-----------------|---|
| <b>Internal</b> | <ul style="list-style-type: none"><li>● Manager / Principal – Project coordination, escalation of technology related issues and on-going unit activities.</li><li>● Office Managers – Assistance in compiling IT requirements for business functions. Assistance in identifying appropriate solutions and coordinating deployment of IT related services.</li><li>● Unit Members – Daily staff management, planning of tasks and allocation of resources.</li></ul> |
| <b>External</b> | <ul style="list-style-type: none"><li>● Suppliers – Ensuring that services provided by external parties are in accordance with the agreed specifications /established service level agreements and meet the Bank’s requirements.</li><li>● ESCB Committee/sub-structures – Ensuring proper coordination for the deployment of IT Services and maintenance activities.</li></ul>   |

### Physical Dimensions

Systems Administrators report directly to this position.

### To Be Completed by Each Employee in the Role

<b>Employee Name</b>	
<b>Employee Signature</b>	<b>Date</b>
<b>Manager Signature</b>	<b>Date</b>