

Central Bank of Malta Job Description

Job Title:	Principal Network Administrator		
Office:	End User Technology & Infrastructure	Reports To:	Manager
Department:	Innovation and Technology Services	Date:	January 2025

Job Purpose

To perform network administration duties and lead a team in the End User Technology & Infrastructure Office of the Innovation and Technology Services Department, supporting the Office Manager. Primarily, this person must execute and support the delivery of the necessary strategy for the End User Technology, Network and Infrastructure services, with a hands-on approach, enabling resources to deliver efficient and cost-effective services to the Central Bank's internal and external customers, in line with its Business Strategy.

To lead and manage the infrastructure service life cycle transition dealing with the delivery, maintenance and retirement of components related to on-premises infrastructure, IaaS, SaaS, Data Centre facilities, Disaster Recovery facilities, Servers, Storage, Network, Microsoft Azure, Microsoft 365 tools and applications, and other infrastructure related components, used to deliver Business services. In executing this role incumbent needs to coordinate with the respective internal IT Offices, business functions and third-party suppliers to deliver reliable and secure infrastructure services, in line with the Bank's Strategy and approved Policies and Procedures.

Technical / Functional Responsibilities:

- To provide expert advice in the development and delivery of an infrastructure strategy that will enable the deployment of a robust and stable IT Services that meet the changing business needs and demands of the Bank.
- To ensure high availability operations of IT assets and infrastructure minimising system downtime. This also includes the management of the Bank's help desk operation.
- To realise a higher quality of service provision by aligning with international standards and best practices. This shall also include management reports to gauge service delivery and assist in resource and process optimisation.
- To install and maintaining LANs, WANs, network segments and assists in the design of local or remote computer systems, oversees the day-to-day operation of the computer networks including LAN-to-LAN/WAN systems; evaluates systems performance and recommends solutions
- To recommend purchases of technology that will increase business efficiency and facilitate work expansion whilst optimising cost.
- To coordinate the deployment and provision of ESCB systems across the Bank.

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- 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 mandates.
- To co-ordinate the deployment of new solutions with the Management and Project Managers.
- To implement an adequate disaster recovery system based on defined procedures that can be utilised in case of emergency.
- To keep abreast of developments in technology that may be applicable to the Bank's business.
- Deliver a technology platform that meets the Bank's business demands through infrastructure services that can be provided through a mix of on-premises and cloud technologies.
- Oversee the systems administration of on-premises and cloud components and act as the coordinator with third party providers during issues resolution.
- Provide expert advice on the platforms in operation such as Microsoft server administration, Cloud infrastructure management and administration, and virtual infrastructure management, Microsoft 365, Microsoft Azure, Disaster Recovery applications.
- Selects and installs routers, switches and related equipment that support various networking protocols, and assists in installing, designing, configuring, and maintaining system software.
- Analyse and troubleshoots the network logs and tracks the nature and resolution of problems; monitors usage to ensure security of data and access privileges; monitors data to optimize network performance; and resolves critical network failures.
- Develops and implements network support and operational procedures; maintains existing LAN, internet, DNS, database and electronic mail servers.
- Oversee and monitor the administration and management of Identity Access Management / Active Directory.
- Architect technology solutions, including requirements gathering and documenting the design.
- Work with key Business and Technology Partners to deliver Hosting Services.
- Participate in the scheduled Governance meetings in the management of the Hosting Services Provider.
- Understand and review a fully integrated Hosting Solution to identify any impacted technologies or platforms.
- 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.
- Develop and maintain the disaster recovery setup and procedures, on premises and on cloud technology, including monitoring of the systems' processes falling within the recovery setup, reviewing, and periodically testing the recovery procedures to ensure that these are updated.
- Ensure that the IT Systems are updated appropriate in line with internal policies, security recommendations, and best practices.
- Maintain an appropriate level of system security in order to mitigate any risks to availability, integrity and confidentiality.
- Keep abreast of technology developments with a view of proposing solutions / service improvement to the Bank's users.
- Work collaboratively with other team members to provide a high level of customer service.

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General / Managerial Responsibilities:

- Assist the Manager during internal audit reviews by ensuring that any mitigation actions identified are followed up and implemented with the established timelines.
- Adhere to established Policies and Procedures.
- Report on activities undertaken.
- Ensure a high quality / standard of work and service throughout.
- Perform any other duties that may be assigned from time to time.
- Demonstrate accountability for progress of work in-scope and its alignment to Technology Services strategy.
- Appropriately prioritize work on deliverables.

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.
- To be able to lead and to work in teams as may be the case.

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

General Competencies	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
Analysis, research and problem solving				✓		
Customer Care			✓			
Computer and IT Literacy						✓
Managerial Competencies	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				✓		
Technical Competencies	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 Programme Management				✓		

Experience and Qualifications:

- Academic qualification / Experience satisfying any of the below
 - An honours degree in IT (at MQF Level 6) together with four years' experience in IT.
 - Consideration will be given to applicants with proven ability to perform the tasks commensurate with such formal academic qualifications, have professional ICT certifications from reputable providers (Microsoft, Oracle, Cisco, etc.) on IT technology, IT Standards (ISO 20000 and ISO 27000) and Best Practices (ITIL) and possess eight years related work experience.
- Knowledge of Microsoft 365 applications, MS Azure setup and administration, Windows servers' configuration and administration, Oracle Cloud Technology, network/cabling infrastructure; core applications environment; endpoint security protection, desktop applications, ESCB systems will be considered an asset.
- Technical ITC certifications (such as CCNA, CCNP, MCSA, Microsoft Certified Azure Administrator) and knowledge of ESCB Policies and Frameworks will be considered an asset.
- Knowledge of Local (LAN) and Wide Area Network (WAN) Technology, including WAN and inter-relation to LAN, modern internet protocols, and a thorough knowledge of related routing and security
- Sound knowledge and experience in firewalls, log management and the Bank's IT security infrastructure is an asset.

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- 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.

Working Relationships and Lines of Communication

- Internal**
- Manager: Project coordination, and on-going office activities needing senior management's attention and approval. Escalation of technology related issues and on-going unit activities.
 - Office Managers: Assistance in compiling IT requirements for business functions. Assistance in identifying appropriate solutions and coordinating deployment of IT related services. On-going business relationship management with the business units.
 - Principal/Senior Systems Administrators: Daily staff management, planning of tasks and allocation of resources.
- External**
- 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. Escalation and resolution of issues. Periodical assessment and reporting to Senior Management.
 - ESCB Committee/sub-structures: Ensuring proper coordination for the deployment of IT Services and maintenance activities.

Physical Dimensions

Senior Systems Administrators report directly to this position.

Systems Administrators and Technical Officers report indirectly to this position.

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To Be Completed by Each Employee in the Role

Employee Name	
Employee Signature	Date
Head of Department Signature	Date