## Job Description

<table>
<thead>
<tr>
<th>Organisation:</th>
<th>{Add company name}</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>{Add geographical location}</td>
</tr>
<tr>
<td>Reports to:</td>
<td>{Add/edit as required} Infrastructure Services Manager</td>
</tr>
<tr>
<td>Supervises:</td>
<td>{Add local information}</td>
</tr>
<tr>
<td>Working conditions:</td>
<td>{Add/edit as required} Normal office hours and conditions with the possibility of working after office hours and on weekends as and when required</td>
</tr>
<tr>
<td>Last updated:</td>
<td>{Add local information}</td>
</tr>
</tbody>
</table>

## Job Summary

Technical Specialists provide expert consultancy within their area of specialism. This may be a business/functional area and/or a particular technology. They develop and/or promote technical solutions which support the business requirements within their area of expertise. They may be accountable for specific deliverables in relation to IT development or support or may lead the technical activity within their area of specialism.

[CONSULTANCY and according to specialism: This sub-discipline involves the competencies required to provide objective advice and assistance on the strategy, structure, management and operations of an organisation, in support of identified business purposes and objectives. It may focus on a specified business topic, such as new business ventures, cost reduction, mergers or product launches. Consultancy is usually contracted between a Consultancy provider and a client]

{Add/edit local statement} e.g. The Technical Specialist is responsible for provision of technical solutions throughout the life cycle of a technical service / project whilst assisting employees to overcome any technical issues in all areas with special attention to the networking area of expertise. This role provides technical feedback and impact assessments to internal teams and other departments involved in setting up technical standards and/or documentation. [701]

## Main Duties

- Makes smart recommendations on how to improve the effectiveness, efficiency and delivery of services through the use of technology and technical methods and methodologies. [2025.02]

Standards for ITalent - Job Description: Technical Specialist

- Analyse information and develop infrastructure to support business process design and improvement activities [2025.02]

- Recognises opportunities for business change, communicates them persuasively to appropriate stakeholders. [2035², 2045³, 2055⁴]
  - Identify change management opportunities and options [2035.01]
  - Design and implement change management plans [2035.02]
  - Manage change management programmes [2035.03]
  - Communicate change management plans and progress [2035.04]
  - Prepare for organisational design assignments [2045.01]
  - Design, implement and verify organisational designs [2045.02]
  - Manage the impact on individuals resulting from organisational design assignments [2045.03]
  - Communicate organisational design requirements [2045.04]
  - Prepare and develop the benefits and business case proposal for a business change programme [2055.01]
  - Manage business change programme benefits realisation activities [2055.02]
  - Analyse and communicate the benefits realised from a business change programme [2055.03]

- Provides deep specialist consultancy, guidance and support in their specific specialism, e.g. technical infrastructure (networks, security), systems, databases, business area, specific development toolset, based on their subject expertise. [2066⁵]
  - Market and sell consultancy services to customers/clients [2066.01]
  - Direct consultancy activities with customers/clients [2066.02]
  - Manage the quality and effectiveness of the services provided by a consultancy provider/practice [2066.03]
  - Manage a consultancy practice/provider [2066.04]

- Works with Technical Engineers or other Technical Specialists as required and ensures any solution within their specific specialism fits with strategic and technical direction. [2075⁶]

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² https://www.mita.gov.mt/Standardsitalent/html/indexb9c3.html?disciplineId=b152a9d8-ac57-45b0-8267-e1f9952bdef1
⁴ https://www.mita.gov.mt/Standardsitalent/html/indexb320.html?disciplineId=241f7750-3ac3-4ce1-9905-5f46cb54a6c6
- Manage the requirements elicitation and gathering process [2075.01]
- Manage changes to existing requirements [2075.02]
- Translate business objectives into associated requirements [2075.03]
- Manage sponsor and stakeholder relationships in the requirements process [2075.04]
- Identify and select standards for requirements engineering activities [2075.05]

- Ensures IT requirements are met and service quality maintained when introducing new services. Considers the cost effectiveness of proposed solution(s). [2075, 4085, 7095]
  - 2075 Set of Competencies – repetition of competency statements listed in the previous point
  - Prepare for IT/technology infrastructure design and planning activities [4085.01]
  - Implement IT/technology infrastructure design and planning activities [4085.02]
  - Maintain effective IT/technology infrastructure design and planning deliverables [4085.03]
  - Design, implement and maintain procedures relating to service catalogue and/or service level management activities [7095.01]
  - Document and monitor service catalogue and/or service level management activities [7095.02]
  - Communicate with others on service catalogue and/or service level management activities, [7095.03]

- Leads technical consultancy assignments which involve specialists from various disciplines, and takes responsibility for the quality, timely delivery and appropriateness of the team’s recommendations. [2065]
  - Manage consultancy assignments [2065.01]
  - Manage customer/client relationships and satisfaction during a consultancy assignment [2065.02]
  - Ensure effective outcomes from a consultancy assignment [2065.03]

- Participates in the development of and/or review of standards, documentation and methods of working in the relevant area of expertise. [2025.04, 5065, 7125]

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7 https://www.mita.gov.mt/Standardsitalent/html/index73ba.html?disciplineId=91973a50-1d8c-4f23-9258-9fa200a5a247
8 https://www.mita.gov.mt/Standardsitalent/html/index2234.html?disciplineId=622d3854-172b-499c-b0a4-dc2eaa2142b1
- Communicate business process design and improvement information [2025.04]
- Select software process improvements, under the direction of superiors [5065.01]
- Manage software process improvement activities [5065.02]
- Manage the quality and effectiveness of software improvement activities [5065.03]
- Communicate software process improvement activities to a range of individuals, teams and other bodies [5065.04]
- Design, implement and maintain technical evaluation procedures [7125.01]
- Review and communicate results from technical evaluation activities [7125.02]

- Performs preliminary studies, general systems specifications and detailed systems specifications. [4075]
  - Identify and implement the processes required for system/solution/service design activities [4075.01]
  - Manage the design of an 'end to end' system/solution/service design [4075.02]
  - Produce 'end to end' system/solution/service designs [4075.03]
  - Present system/solution/service designs to others [4075.04]

- Considers a broad range of options and applies sound judgement to develop solutions within their specific specialism. Influences direction for their specialism at a senior level. [e.g. 4085]
  - Prepare for IT/technology infrastructure design and planning activities [4085.01]
  - Implement IT/technology infrastructure design and planning activities [4085.02]
  - Maintain effective IT/technology infrastructure design and planning deliverables [4085.03]

- Leads the technical activity (design, build, testing) in a significant or complex project or portfolio of projects, accountable to the technical engineer or project manager or portfolio manager for the delivery and quality of technical deliverables. [5014, 5024]
  - Perform systems development activities [5014.01]
  - Contribute to the management of systems development [5014.02]
  - Plan software development activities [5024.01]

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13 https://www.mita.gov.mt/Standardsitalent/html/index513.html?disciplineId=a29be88c-246a-49c2-9e9d-748303b4d8a7
15 https://www.mita.gov.mt/Standardsitalent/html/index2234.html?disciplineId=622d3854-172b-499c-b0a4-dc2eaa2142b1
16 https://www.mita.gov.mt/Standardsitalent/html/index089f.html?disciplineId=ff0f0f09-c9c4-469e-b94a-042286f6ac37
17 https://www.mita.gov.mt/Standardsitalent/html/index4010.html?disciplineId=a837038e-ba0f-4ef7-a86d-926bc9cba3e2
- Perform software development activities [5024.02]
- Control software development activities [5024.03]
- Contribute to the management of software development [5024.04]

• Assists others in resolving complex technical problems and investigating the root cause of problems and recommends smart (specific, measurable, achievable, realistic, timely) solutions. [7035\(^{18}\), 0015.05\(^{19}\)]
  - Manage all aspects of problem management activities [7035.01]
  - Review and report problem management activities to obtain relevant information to support business metrics and targets [7035.02]
  - Identify and develop improvements to problem management activities to maintain and support business objectives and goals [7035.03]
  - Problem Solving [0015.05]

• Liaises closely with service partners and suppliers, for example where third party work or packages involve significant functional, technical, process, data or integration decisions. [7115\(^{20}\)]
  - Manage supplier management activities [7115.01]
  - Review management activities associated with both current and potential suppliers [7115.02]
  - Design and maintain procurement and supplier management procedures [7115.03]

• Participates in peer reviews of deliverables and carries out formal and informal reviews of technical designs, standards, documentation and/or implementations. [7125\(^{21}\)]
  - Design, implement and maintain technical evaluation procedures [7125.01]
  - Review and communicate results from technical evaluation activities [7125.02]

• Coaches and leads others in acquiring knowledge, and provides expert advice. [0015.02\(^{22}\)]
  - Team Working [0015.02]

\{Add/edit local statement(s) as required\}

• Facilitates workshops, as may be required/requested for internal and external needs.

\(^{18}\) https://www.mita.gov.mt/Standardsitalent/html/index9437.html?disciplineId=bf3c5bf6-5240-43c2-a8d5-a5ae44015340
\(^{19}\) https://www.mita.gov.mt/Standardsitalent/html/indexe295.html?disciplineId=5549ccff-13ee-4f2c-9eece-1f0324c24455
\(^{20}\) https://www.mita.gov.mt/Standardsitalent/html/index9738.html?disciplineId=49078b27-ec75-426a-a91b-524558c5059d
\(^{21}\) https://www.mita.gov.mt/Standardsitalent/html/indexf513.html?disciplineId=a29be88c-246a-49c2-9e9d-748303b4d8a7
\(^{22}\) https://www.mita.gov.mt/Standardsitalent/html/indexe295.html?disciplineId=5549ccff-13ee-4f2c-9eece-1f0324c24455
• Conducts formal presentations to management and other professionals.
• Participates in the implementation of technical solutions as may be required and provides corresponding technical training to users as appropriate.
• Mentors other personnel within the department

**Education, qualifications and experience required**

**Essential**

A degree level of education in an IT discipline or have the equivalence in training, experience and exposure

Recognised expert in a relevant specific specialism, e.g. technical infrastructure (networks, security), systems, databases, business area, specific development toolset

Experience of successfully leading technical evaluations

Experience of resolving technical issues, including those involving 3rd parties

**Desirable**

Cisco Certified Network Professional (CCNP) Certification or higher

Certification or significant experience in other corresponding technical fields

Postgraduate qualification in business

<table>
<thead>
<tr>
<th>IT Professional Competencies</th>
<th>Level</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change management</td>
<td>Senior Professional</td>
<td>2035</td>
</tr>
<tr>
<td>Consultancy</td>
<td>Senior Professional</td>
<td>2065</td>
</tr>
<tr>
<td>IT Project management</td>
<td>Professional</td>
<td>3014 – 3094</td>
</tr>
<tr>
<td>Systems design</td>
<td>Professional</td>
<td>4074</td>
</tr>
<tr>
<td>Software development process improvement</td>
<td>Senior Professional</td>
<td>5065</td>
</tr>
<tr>
<td>Problem management</td>
<td>Professional</td>
<td>7034</td>
</tr>
<tr>
<td>IT Service management and delivery</td>
<td>Professional</td>
<td>7094</td>
</tr>
<tr>
<td>Supplier management</td>
<td>Senior Professional</td>
<td>7115</td>
</tr>
<tr>
<td>Technical evaluation</td>
<td>Senior Professional</td>
<td>7125</td>
</tr>
<tr>
<td>Relationship management</td>
<td>Senior Professional</td>
<td>7135</td>
</tr>
</tbody>
</table>
### Transferable Competencies

<table>
<thead>
<tr>
<th>Competencies</th>
<th>Level</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal competencies: Communications; Team working; Critical analysis and decision making; Creative thinking; Problem solving; Self development and English, Maths and IT user skills</td>
<td>Senior Professional</td>
<td>0015</td>
</tr>
<tr>
<td>Business competencies: Organisational awareness; IT awareness and impact; IT legal matters, ethics and professionalism</td>
<td>Senior Professional</td>
<td>0025</td>
</tr>
<tr>
<td>Leadership competencies: IT strategy and governance; IT Quality management; Customer service management; IT Financial management; IT Human Resource management; IT Risk management and Entrepreneurship</td>
<td>Senior Professional</td>
<td>0035</td>
</tr>
</tbody>
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