



Head of IT

Job Description

The Head of Information Technology (IT) is responsible for the overall planning, organising, and execution of all IT functions at the Malta Development Bank (MDB or the Bank). This includes directing all IT operations to meet business requirements as well as the support and maintenance of existing applications and development of new technical solutions.

The position reports to the Chief Operations Officer (COO).

Principal Responsibilities

The role is required to a) work with business users to identify business requirements and provide technology solutions, b) instil and consistently promote a strong information security mindset within the Bank, c) develop, maintain, and enforce policies, procedures, and standards for all aspects of IT, d) manage project implementations as well as supporting technology, telecommunication systems and infrastructure, and e) manage all aspects of technology, networking, administration, and telecommunications within the MDB.

Essential Functions

The key functions of the Chief IT Officer are to:

- Analyse complex business needs presented by the user community and/or clients and recommend pragmatic solutions.
- Analyse IT and telecommunication systems and recommend feasible improvements, taking in consideration the costs, efficiency and effectiveness of such systems and improvements.
- Ensure the consistency and maintainability of existing systems and applications by creating, maintaining, and enforcing standards/procedures for implementing solutions.
- Execute management tasks that meet the Bank's expectations and provide strong project management, monitoring, and control.
- Direct and prioritise the workload of subordinate personnel or staff involved.
- Enforce and manage a strong change management programme in line with international best practices.
- Lead all IT solution procurement including the development of business requirements, RFP documentation, process of selection and evaluations and maintain vendor contracts.
- Provide regular awareness and education programmes for the Bank's staff.
- Support staff members in their day-to-day technical issues in order for Bank's staff to be able to fully utilize IT and communication systems' capabilities.
- Perform liaison duties between users, operations, and programming personnel in the areas of systems design, modifications or trouble shooting.
- Maintain an information security plan.

- Provide input for the formulation of the IT budget and manage the IT budget for the Bank in consultation with the CEO, COO, and the Financial Controller.
- Work closely with key internal and external stakeholders to design, plan, and direct effective disaster recovery and business continuity practices.

Business Skills

- Analysis, evaluation and prioritisation of the Bank's information system needs.
- Demonstrated ability to bring the benefits of IT to solve business issues while also managing costs and risk.
- The ability to develop solutions to bring the benefits of information and technology to solve business needs.
- Project management skills supported by the ability to conceptualise, launch and deliver multiple projects on time and within budget.
- The required skills to identify and evaluate emerging technological developments and gauging their appropriateness with a particular emphasis on understanding trends in IT and management.
- Strategic as well as pragmatic.
- Able to contribute at a strategic level, ensuring that the systems and technologies implemented for the MDB contribute effectively and efficiently to the Bank's core business.

Team Leadership

- Good leadership, communication and interpersonal skills.
- Ability to properly interpret, apply and make decisions in accordance with the relevant policies.
- High integrity and excellent judgment.
- An ability to generate trust and build alliances with co-workers.
- Ability to work well with the existing management team by being a good listener, a team builder and an articulate advocate of IT vision.

Communication

- The ability to communicate with and understand the needs of stakeholders, business partners, executives and staff regarding IT and its potential applications within the business areas of the Bank.
- Ability to communicate with and understand the needs of non-technical internal clients.

Candidate Profile & Experience Required

- The ideal candidate shall have at least five years of experience in a technology role with senior levels of responsibility preferably in a business and/or banking environment.
- Preferably the candidate will have a graduate level qualification in Computer Technology or Engineering or IT and have practical, hands-on experience in running an IT department. A business degree would also be a significant asset.
- An analytical approach to work is required for this role, with an assertive personality as well as a demonstrated passion for service excellence across all aspects of information and technology management.
- Ability to oversee, plan, coordinate, direct, review, and assist in all aspects of IT Services.
- Strong business orientation and broad experience in managing IT or related activities

Data Protection

The MDB shall process information provided by candidates solely for the purpose of this vacancy. In the event of unsuccessful applications, the Bank may keep applicants' personal data on file for a period up to six months following the date that the post applied for was filled. Applicants' information will only be used to identify any future employment opportunities within the MDB for which applicants may be suited. Applicants are free to withdraw their application and their consent to the retention of their personal data, at any time. For further information, please read the MDB's privacy notice which can be found on the Bank's website (<https://mdb.org.mt/en/home/Pages/Privacy-Notice.aspx>)