

JOB DESCRIPTION – EXECUTIVE SECRETARY IT

DIRECTORATE Information and Technology

REPORTS TO Manager IT

Main Objectives of the Position:

The Executive Secretary to the IT Department plays a vital role in providing administrative and operational support to the IT leadership and staff. This position ensures the smooth running of daily tasks, handles scheduling, manages projects, and acts as a liaison between internal departments and external stakeholders. The role requires a balance of technical proficiency, strong organizational skills, and discretion, making it essential in maintaining the efficiency of the IT team.

Main Duties and Responsibilities:

- To organise schedules, including meetings, and deadlines for IT department staff.
- To prioritize tasks effectively, ensuring timely completion of all administrative activities.
- To aid in handling multiple projects simultaneously while maintaining attention to detail.
- To file and retrieve all documents as and when requested;
- To issue P.L.'s for invoices received;
- To open and register registry files;
- To execute all administrative duties on a day to day basis;
- To order and maintain a proper supply of office supplies and stationery;
- To liaise with other departments, ensuring clear communication.
- To draft and manage correspondence, reports, and other communications with professionalism.
- To facilitate communication between IT staff and external partners or vendors.
- To attend meetings as requested and to take minutes during such meetings;
- To provide support to the rest of the staff as required and as detailed by the direct supervisor;
- To support MTA users with basic IT Support;
- To anticipate issues and proactively resolve them to ensure the smooth functioning of IT operations.
- To analyze situations and make informed decisions to address the needs of the department efficiently, where applicable.
- To use Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other business applications to prepare documents, manage data, and create presentations.
- To navigate calendar management tools and handle basic IT troubleshooting when required.
- To handle sensitive and confidential information (business plans, financial data, personal matters) with the utmost discretion and professionalism.
- To ensure secure management of all confidential materials related to IT projects and company data.
- To build and maintain strong professional relationships with internal teams and external stakeholders.
- To maintain a calm and professional demeanour in high-stress or urgent situations, representing the IT department in a positive manner.
- To assist in coordinating IT projects by tracking progress, following up on deliverables, and ensuring deadlines are met.

- To provide administrative support in project planning, documentation, and execution.
- To be adaptable to changing schedules and priorities, especially in a fast-paced IT environment.
- To exercise good judgment and make independent decisions when needed, especially in the absence of IT leadership.
- To take initiative to improve departmental processes or solve problems without constant supervision.

The MTA reserves the right to transfer and assign duties in a similar position within other departments as per the Authority's work exigencies.

Competencies:

- Strong understanding of IT concepts, terminology, and departmental functions.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software tools.
- Excellent organizational skills with a high level of attention to detail.
- Must have excellent communication skills in Maltese and English, both written and oral.
- Ability to work independently, prioritize tasks, and manage time effectively.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Previous experience in an administrative or executive assistant role, particularly in supporting IT or technical teams, is preferred.
- This position is ideal for a highly organized and proactive individual who can balance technical support with administrative duties, ensuring the IT team remains focused on strategic goals.

Qualifications and Experience

Applicants must be in possession of:

- In possession of a Diploma or a recognised MQF Level 5 (subject to a minimum of 60 ECTS) qualification in Computer Studies; or a related subject area;

Note:

- With respect to qualifications produced in response to this call for applications, applicants are required to produce a recognition statement by the Malta Qualifications Recognition Information Centre (MQRIC) based within the National Commission for Further and Higher Education (NCFHE), or by any other designated authority, as applicable. Such statement should be attached to the application and the original presented at the interview.*
- Applicants who are not in possession of such a statement may still apply, provided that they submit a copy of the statement to the receiving department/directorate as soon as it is available and, in any case, by not later than one month from the closing date of the call for applications. Applicants who fail to present the required statement within the one-month period for reasons beyond their control may request an extension of this time limit, up to a further one month, from the department/directorate receiving the applications, indicating clearly the reasons for the delay. Requests for extensions beyond this period are to be submitted for the consideration of the Public Service Commission.*
- Applicants are exempt from the above requirements in respect of qualifications obtained from accredited universities or other accredited institutions that are listed and available for*

download from the MQRIC page of the National Commission for Further and Higher Education website (<https://ncfhe.gov.mt>). In cases of doubt, however, the Selection Board may set aside this exemption and direct an applicant to procure a recognition statement from MQRIC in such a case the applicant shall be given one month to procure the statement, subject to the possibility of extension as provided for in sub-paragraph (b) above.

- d) MTA is an equal opportunity employer and commits itself to select the right candidates irrespective of gender, ethnicity, culture, religion, income, marital status, sexual orientation, age, class, or disability.*

Interested candidates are to submit their application together with an up to date detailed Europass CV and copy of qualification certificates to the Human Resources Department on vacancies.mta@visitmalta.com by not later than Tuesday, 28th October 2025.

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