REGULATOR FOR ENERGY & WATER SERVICES

IT Support Officer

1. The **Regulator for Energy and Water Services (REWS)** was established by Act XXV of 2015 to regulate services relating to energy and water, and to make provision with respect to matters ancillary thereto or connected therewith.

2. The **Regulator** is an equal opportunity employer and, in seeking to recruit an **IT Support Officer,** invites applications from suitable candidates. The selected candidate will be expected to enter into an indefinite contract subject to a probationary period of six (6) months. Unsatisfactory performance during the probation period will lead to termination of the contract.

3. Eligible candidates must be:

   (i) citizens of Malta; ***or***

   (ii) citizens of other Member States of the European Union who are entitled to equal treatment to Maltese citizens in matters of employment by virtue of EU legislation and treaty provisions dealing with the free movement of workers; ***or***

   (iii) citizens of any other country who are entitled to equal treatment to Maltese citizens in matters related to employment by virtue of the application to that country of EU legislation and treaty provisions dealing with the free movement of workers; ***or***

   (iv) any other persons who are entitled to equal treatment to Maltese citizens in matters related to employment in terms of the law or the above-mentioned EU legislation and treaty provisions, on account of their family relationship with persons mentioned in paragraph (a), (b) or (c); ***or***

   (v) third country nationals who have been granted long-term resident status in Malta under regulation 4 of the 'Status of Long-Term Residents (Third Country Nationals) Regulations, 2006' or who have been granted a residence permit under regulation 18(3) thereof, together with family members of such third country nationals who have been granted a residence permit under the 'Family Reunification Regulations, 2007'; ***or***

   (vi) in possession of a residence document issued in terms of the "Residence Status of United Kingdom Nationals and their Family Members in Malta in accordance with the Agreement on the Withdrawal of the United Kingdom and Northern Ireland from the European Union and the European Atomic Energy Community Regulations".

4. **The advice of the Citizenship Unit within Community Malta Agency and the Expatriates Unit within Identita`** should be sought as necessary in the interpretation of the above provisions. The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

5. In addition, candidates must:

   (i) Be in possession of a Diploma in IT or Computer studies or any other related field (MQF Level 4 or 5), **and** a minimum of two (2) years' work experience in a similar role; ***and***

   (ii) Be competent in the use of widely available office software applications; ***and***

   (iii) Have good communication skills, verbal and written, in the Maltese and the English Language; ***and***

   (iv) Have the ability to work effectively as part of a multi-disciplinary team.

6. The candidate must be able to demonstrate that he/she possesses:

   a) analytical and logical thinking skills;
   b) ability to plan, develop, lead and manage teams and projects;
   c) ability to work effectively as part of a multi-disciplinary team;
   d) excellent decision-making and judgment;
   e) excellent communication;
   f) interpersonal skills and traits (reliability, responsibility, motivation, leadership, flexibility, patience, empathy, active listening);
   g) good IT skills, preferably in database and knowledge management;
   h) personal drive, commitment, and ambition to succeed;
   i) deep understanding of technical issues related to the Regulator on the international scene and to Malta's obligations under international law and conventions.

7. The candidate must be of good moral character (a police certificate of conduct issued within six months prior to the closing date of applications should be provided).

8. The successful candidate will report to the Head of Water Regulation, Corporate Affairs and IT Unit or to any other officer as may be designated by the Chief Executive Officer, any other officer as may be designated by the Chief Executive Officer.

9. A detailed job description is attached at Appendix "A".

10. The successful candidate may be required to undertake research work, and to draw up reports and other documents on matters falling under the Regulator's functions as regulator. The chosen candidate would have to keep themselves updated on international developments, particularly within the European Union.

11. Persons registered with the National Commission for Persons with a Disability (NCPD) may be given reasonable accommodation in terms of section 7 of the Equal Opportunities (Persons with Disability) Act, 2000, even if they do not satisfy in full the eligibility requirements

for this post/position provided they can carry out, in essence, the duties related to the post/position and subject to the concurrence of the Management and Personnel Office.

12. Representations in terms of this clause should be attached to the application forms and supported with relevant documents, which must also include documentary evidence of registration with the NCPD. Reasoned justifications should be given to substantiate the lack of full eligibility requirements and why reasoned considerations are merited. All correspondence is to be addressed to the **Regulator for Energy and Water Services** and copied to the NCPD.

13. Certificates and/or testimonials must support qualifications and experience claimed. Photocopies are to be included with applications and originals produced for verification at the interview.

14. It is the responsibility of candidates, in possession of qualifications awarded by foreign universities/tertiary education institutions, to produce an evaluation report on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC) within the Ministry of Education, Youth and Employment. A copy of the said report issued by the MQRIC, or the designated authority in case of warrants, should be attached to the application, with the original presented at the interview. Candidates not in possession of this report may still apply, provided they submit a copy of the report to the **REWS** as soon as it becomes available and in any case by not later than fourteen days from the closing date of the call for applications.

15. A Selection Board appointed by **REWS** to assess their suitability for the position will interview eligible candidates. The Selection Board will assess the applicant based on suitability to perform the job.

16. Interested persons are requested to send an application, together with a detailed CV by not later than **noon of 16th October 2026**, marked “Private and Confidential” addressed to the Human Resources, Regulator for Energy and Water Services, Zentrum Business Centre, Level 1, Mdina Road Qormi QRM 9010. Applications can be submitted by e-mail to hr@rews.org.mt, by hand or by post.

17. Applications delivered by hand will be acknowledged by the **REWS** and a receipt will be given in hand at the time of delivery. Applications by post should be sent by registered mail in sufficient time to ensure delivery by the above deadline. All applications shall be acknowledged in writing after closing date and treated in the strictest confidence.

18. Late applications will not be considered.

Jobsplus Permit No. 832/2026

REGULATOR FOR ENERGY & WATER SERVICES

ANNEX "A"

JOB DESCRIPTION

Position: IT Support Officer

1. BASIC FUNCTIONS

The IT Support Officer will provide technical and administrative input and support to the IT Administrator in the day-to-day running of the IT Department.

The IT Support Officer is expected to possess various skills in the performance of his/her duties. The IT Support Officer must be a team player within the respective unit and within the organisation and must possess very good communication skills.

The IT Support Officer will be required to perform the following duties:

1.1 undertake the installation, configuration and optimisation of computer networks, hardware, software and peripheral devices and the uploads on REWS website using WordPress;

1.2 identify, troubleshoot and resolve system faults, and perform preventative and corrective maintenance on IT infrastructure and related equipment;

1.3 participate in the design, configuration, implementation and maintenance of systems regarding data access, data security and data ownership;

1.4 be involved in the installation, configuration and maintenance of technical systems including communications, security and safety equipment;

1.5 provide first line technical support to users and assist in resolving hardware, software and network related issues;

1.6 Maintain and update accurate inventories, records and databases relating to IT assets, hardware, software, peripherals and other IT resources, ensuring that operational information is complete, current and readily available;

1.7 carry out technical reporting as necessary;

1.8 undertake problem solving and troubleshooting as required;

1.9 maintain and organise technical documentation, manuals and operational records;

1.10 perform other clerical duties, as required;

1.11 participate in IT audits as required;

1.12 participate in the development and implementation of written policies and procedures, documentation, prepare reports and any other relevant administrative records as may be required for internal and external purposes;

1.13 monitor IT systems and services, taking appropriate corrective action where required;

1.14 identify ICT bottlenecks and advise the IT Administrator about their resolution;

1.15 assist in the preparation of technical specifications, evaluations and documentation for procurement including tendering processes;

1.16 perform other related duties specific to the Regulator's operations;

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties as directed by the respective Head/CEO.

2. ORGANISATIONAL RELATIONSHIPS

2.1 AUTHORITY

The Officer - IT Support Officer has the authority to make any reasonable action consistent with position objectives and responsibilities and subject to any direction given by the respective head and/or his/her representative.

2.2 RESPONSIBILITY

The Officer - IT Support Officer is responsible for the satisfactory performance of all the above duties.

2.3 ACCOUNTABILITY

The Officer - IT Support Officer is accountable for all the activities assigned to him/her. The performance and effectiveness of the appointee will be gauged by considering the following:

2.3.1 effective time management skills and ability to prioritise work towards the achievement of target dates set in works programmes and agreed with the respective head and/or his/her representative;

2.3.2 contribution towards the successful operation of the unit within budgetary constraints;

2.3.3 ability to work in a team to support the degree of co-operation existing between the various Groups/Sections in the Unit and to other Units of the Regulator;

2.3.4 within the constraints of the existing infrastructure, the degree of service provided to consumers;

2.3.5 the degree of cost-effectiveness in producing results;
2.3.6 quality of work done;

2.3.7 adherence to information security policies and cybersecurity best practices;

2.4 SUPERVISION

The Officer - IT Support Officer will receive directions from the respective head and/or his/her representative, as the need may arise and in terms of broad outlines.