

NATURE OF WORK IN THIS CLASS:

This is entry level technical work in the operation of information technology systems and other peripheral equipment.

Employees in this class perform routine duties independently after initial training and work under closer supervision on more complex assignments.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Receives and reviews schedule of job assignments.

Install and configure software applications and deploy end user computer systems and other peripheral equipment.

Assists users with login issues, printing and software application access.

Perform scheduled operations, including file transfers, backups and report generation.

Ensures compliance with agency IT policies and regulatory standards.

Maintains data security compliance in the handling of confidential or sensitive data in accordance with the Internal Revenue Service (IRS), Social Security Administration (SSA), Health Insurance Portability and Accountability Act (HIPAA), and the Criminal Justice Information Services (CJIS).

Ensures the security of all government of Guam data (emails, payroll, revenue collections) and all other processes.

Responds to cybersecurity threats by recording and reporting suspicious activities or indicators of compromise; assists with the security of compromised systems.

Troubleshoots local network connectivity issues and maintains records of system activities, errors and resolutions.

Communicates with users to gather details on issues, updates and resolution.

Provides training on system functions to end users.

Makes recommendations for improvements in operational efficiency.

Perform other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the practices, procedures and techniques of information technology and computer equipment operations.

