

NATURE OF WORK IN THIS CLASS:

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

Employees in this class perform the full range of information technology system operations and serve as shift or team leaders over less experienced personnel and lower level computer operators and other clerical employees.

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.)

Establishes and maintains work schedules for subordinate operators and determines job scheduling priorities.

Oversees scheduled batch operations, including file transfers, backups and report generation.

Oversees installation, configuration and deployment of end user computer systems

Oversees installation and configuration of software applications.

Reviews completed work of subordinates for quality and adherence to design specifications.

Monitors enterprise systems, servers and network activities and reports unusual activities to supervisor.

Troubleshoots and resolves complex system issues independently; documents basic computer system operations and troubleshooting steps for agency SOP's and user guides.

Assists with the management of the Help Desk ticketing system, scheduling on-site visits within the Help Desk calendar.

Communicate directly with users via email and phone to gather details on issues, updates and resolutions; provides technical support and services for end user computer systems.

Participates in feasibility and system studies and provides recommendations to improve operational efficiencies.

Provides training and guidance to junior information technology (IT) operators.

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.

Perform other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

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

Knowledge of computer programming principles, techniques and practices.

Knowledge of modern office equipment operations.

Ability to evaluate efficiencies and recommend changes to improve effectiveness.

Ability to think in terms of computer logic; confer with users and conduct computer diagnostics to investigate and resolve complex problems.

Ability to provide technical assistance and training to end users and junior operators.

Ability to follow oral and written procedures of a technical nature.

Ability to work effectively with employees and the public.

Ability to communicate clearly and concisely, orally and in writing.

Ability to lead the work of others.

Ability to learn and develop advanced computer operation skills.

Skill in the operation and maintenance of information technology and peripheral equipment.

MINIMUM EXPERIENCE AND TRAINING:

- A. Three (3) years of experience as a computer operator involving computer systems applications including the installation of hardware, software, cables and peripheral equipment and graduation from high school or attainment of a General Education Development (GED); or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid Guam driver's license

AMENDED: AUGUST 2025

ESTABLISHED: JULY 1980

PAYGRADE: K (GPP)

| | | | | | |
|------------------------|-------------------------|----------|----------|------------|------------------|
| HAY EVALUATION: | KNOW-HOW: | D | 1 | 2 | 175 |
| | PROBLEM SOLVING: | D | 3 | 29% | 50 |
| | ACCOUNTABILITY: | D | 1 | C | <u>57</u> |
| | TOTAL POINTS | | | | 282 |

This standard revises and supersedes the standard established in July 1980.



EDWARD M. BIRN
 Director of Administration



LOURDES A. LEON GUERRERO
 Governor of Guam