

NATURE OF WORK IN THIS CLASS:

This is moderately complex technical computer programming work.

Employees in this class perform technical computer programming duties of limited scope and complexity and work independently after initial training and under closer supervision on a variety of developmental 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.)

Reviews and analyzes software applications for completeness and compatibility with computer programming capabilities and agency specifications.

Analyze diagrams and flowcharts; design and document simple software systems using flowcharts and other graphic forms for basic logical flow.

Create software programs based upon assigned flowcharts.

Install, configure and deploy end user computer hardware and software applications; communicates with end users on various phases of implementation projects; provide technical support and services for end user devices.

Assess and troubleshoot local network connectivity issues and reports information on outages to System Programmers and Analysts; assist Systems Analysts in testing and de-bugging applications.

Prepare operating instructions for applications to be implemented or upgraded; prepare summary reports for implementation projects; provide end user training on system and network functions.

Make recommendations for improvements on application efficiency.

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

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).

Performs other related duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the principles and practices of information technology.

Knowledge of computer programming principles, techniques, and practices.

Knowledge of computer operating capabilities and equipment operations.

Ability to think logically and apply sound judgment in analyzing and organizing problems or work processes for computer solutions.

Ability to work effectively with employees and the public.

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

Ability to maintain records and prepare reports.

Ability to provide technical expertise in programming, troubleshooting and hardware/software configurations.

MINIMUM EXPERIENCE AND TRAINING:

- A. Graduation from an accredited or recognized college or university with an Associate's degree in computer science or related field and two (2) years of experience as a computer programmer or technician; **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: L (GPP)

HAY EVALUATION:	KNOW-HOW:	E 1 1	175
	PROBLEM SOLVING:	D 3 (33%)	57
	ACCOUNTABILITY:	D 2 C	<u>66</u>
	TOTAL POINTS		298

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



EDWARD M. BIRN
Director of Administration



LOURDES A. LEON GUERRERO
Governor of Guam