

NATURE OF WORK IN THIS CLASS:

This is moderately complex professional systems analysis work.

Employees in this class routine analyze, design and document various administrative, reporting and statistical systems or processes under limited scope and complexity, and work under closer supervision on a variety of more complex 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.)

Responds to cybersecurity threats; actively advance the agency cybersecurity posture by providing analysis on the data capture; assists the cybersecurity response team with threat defense activities.

Determines the feasibility of upgrading and implementing application systems through the study and appraisal of the cost and practicality of proposed systems, ensuring alignment with agency initiatives.

Determines the requirements or changes necessary to adapt from the existing work systems or processes to modernize and update systems to reflect current Information Technology (IT) terminology.

Defines and develop IT system requirements for small applications.

Works with the client-user, administrative personnel and assigned project managers to facilitate understanding of all phases of adaptation and IT implementation projects.

Manages websites, web applications and mobile applications.

Performs various database, system backups and other production processing tasks.

Develops and provide analytical reports and system documentation such as flowcharts, diagrams and user guides, based on the system designs specified by senior systems analysts.

Works with programmers to de-bug or eliminate errors from the system.

Assists computer programmers in resolving system problems; evaluates existing programs and systems for possible improvement; develops new or revised systems and programs as necessary.

Provides technical support and services for network devices, servers and peripheral devices.

Provides technical services for users accounts including internet, email, network access, and assists with troubleshooting network system devices, hardware and software.

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 electronic data (emails, payroll, revenue collections) and all other processes.

Creates basic computer system operations and troubleshooting guidelines for agency SOP's and user guides.

Provides guidance to junior programmers, technicians and operators.

Perform other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the functions and capabilities of information technology.

Knowledge of the principles and practices of computer programming.

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

Knowledge of modern office practices and procedures.

Knowledge of flow charts involving computer operations and procedures.

Ability to learn and apply the administrative, reporting or statistical systems commonly used in government.

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

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

Ability to analyze and document work systems and processes for adaptation to information technology techniques.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to establish and maintain effective working relationships with employees, officials and the general public.

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

Ability to maintain records and prepare technical reports.

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

MINIMUM EXPERIENCE AND TRAINING:

- A. Two (2) years of experience as a Computer Programmer II or equivalent work and graduation from an accredited or recognized college or university with a Bachelor's degree in computer science, business administration, mathematics or related field; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATIONS

Possession of a current driver's license.

AMENDED: **AUGUST 2025**

ESTABLISHED: **JULY 1980**

PAYGRADE: **N (GPP)**

JAY EVALUATION:	KNOW-HOW:	E II 2	230
	PROBLEM SOLVING:	E 3 33%	76
	ACCOUNTABILITY:	E 1 C	<u>87</u>
	TOTAL POINTS		393

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



EDWARD M. BIRN
Director of Administration



LOURDES A. LEON GUERRERO
Governor of Guam