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**NATURE OF WORK IN THIS CLASS:**

This is complex professional systems analysis work.

Employees in this class perform the full range of complex systems analysis work, including independent work in specialized areas of the profession. Employees often serve as team or group leaders over subordinate professional and technical staff.

**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.

Analyzes new or existing applications to enhance efficiency and functionality by documenting workflows, researching options, incorporating security to ensure alignment with agency initiatives.

Defines and develop IT system requirements.

Designs and maintain databases to ensure data integrity, control and accessibility by implementing data validation rules, enforcing access controls, utilizing audit trails and conducting regular backup.

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

Oversees the coordination of activities in all phases of work; manages and oversees IT implementation projects for system installations or upgrades of medium complexity.

Develops and manages websites, web applications and mobile applications.

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

Develops specifications and works with programmers to de-bug or eliminate errors from the system.

Develops system flowcharts and diagrams to document application systems and workflows.

Assists System Programmers with troubleshooting server and storage hardware, software applications and databases, and provide technical services for user accounts and network access.

Provides technical and support services for end users with installation and troubleshooting of PC's, printers and network devices including internet, email, network access, servers and peripheral devices.

Provides agency user and end user training on system and network functions.

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 analyze and interpret technical data systems and processes, provide recommendations to adapt to information technology or information systems to improve effectiveness.

Ability to understand and 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 programmers, technicians and operators.

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

