

NATURE OF WORK IN THIS CLASS:

Administers and manages a comprehensive information technology (IT) program under the Office of Technology for all agencies of the executive branch of the government of Guam, involving systems development, support and processing, cybersecurity and computer operations and data management.

The employee performs work under general direction of the Chief Technology Officer and exercises wide latitude in judgement and initiative in the performance of duties.

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.)

Plans, organizes, coordinates and manages a centralized information technology system for semi-autonomous and non-autonomous departments and agencies; designs, develops and modifies data infrastructure to accelerate the processes of data analysis and reporting.

Oversees the administrative management of the agency, including budget control and certification, vendor relationship management, human resources, procurement and audit responses.

Oversees and manages a team of information technology administrators, system and programming administrators, information technology supervisors, management analysts and administrative staff.

Develops plans for optimizing organizational performance; manages the organizational planning for the agency, including staff resource management, strategic planning, policy creation and implementation.

Consults with management to define and prioritize projects and activities; determines processing requirements and needs, including equipment capabilities necessary for operational requirements; reviews data to ensure accuracy and quality.

Establishes operational objectives to ensure maximum utilization of information technology activities; develops technology implementation project plans; communicates available services to departments/agencies; provides guidance on technology implementation projects managed by agency project managers and recommends improvements to be implemented.

Evaluates technology acquisition requests from department/agencies government-wide; establishes agency performance measures for consistency with established policies and procedures.

Evaluates cost estimate information for required computer services; assesses system performance and makes recommendations for hardware, software and data storage improvements.

Develops and implements policies, programs and schedules for data center operation, including 24-hour requirements for power, communications and servers.

Responds to cybersecurity threats by developing and maintaining cybersecurity strategies and policies; manages the workforce development to align with agency cybersecurity initiatives; ensures data and information security by integrating and upholding digital security 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).

Represents Chief Technology Officer in official capacity in their absence.

Performs other related duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the functions and capabilities of information technology systems including modern database systems.

Knowledge of the principles, practices and techniques of computer programming and systems analysis.

Knowledge of the principles and practices of management, supervision and the administrative process.

Knowledge of networking fundamentals, security protocols, troubleshooting and hardware/software configurations.

Knowledge of user endpoint protection and security management.

Ability to compile and organize findings and data retrieved and to present information effectively.

Ability to evaluate systems and processes and recommend cost effective IT solutions to improve program and operational effectiveness.

Ability to analyze, interpret and organize large amounts of data.

Ability to multitask and meet multiple deadlines simultaneously.

Ability to secure and maintain highly confidential information.

Ability to make decisions in accordance with pertinent laws, regulations and appropriate program guidelines.

Ability to prepare cost estimate information for computer systems and automated services.

Ability to secure and maintain confidentiality of data systems, server systems and endpoints from cyber threats.

Ability to work effectively with employees, officials and the general public.

Ability to translate complex issues or problems using non-technical terms.

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

Ability to prepare reports and maintain records.

Skill in time management and problem solving.

Skill in systems design, information technology management and administration, systems analysis, collection and distribution.

Skill in security protocols, policy development, technology organization and management.

MINIMUM EXPERIENCE AND TRAINING:

- A. Six (6) years of progressively responsible experience in computer systems programming and analysis work or working in complex information technology (IT) environments including at least one (1) year as a data processing systems administrator or equivalent supervisory work and graduation from an accredited or recognized college or university with a Master's degree in computer science, information technology, business administration, mathematics or related field; **or**

**INFORMATION TECHNOLOGY MANAGER
(Proposed)**

2.636

- B. Six (6) years of progressively responsible experience in computer systems programming and analysis work or working in complex information technology (IT) environments including at least two (2) years as a data processing systems administrator or equivalent supervisory work and graduation from an accredited or recognized college or university with a Bachelor's degree in computer science, information technology, business administration, mathematics or related field; **or**
- C. Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

NECESSARY SPECIAL QUALIFICATIONS

Must pass a pre-employment background check. Felony convictions or convictions of crimes of moral turpitude or convictions of misdemeanors related to job duties may be disqualifying factors for employment.

AMENDED: AUGUST 2025

ESTABLISHED: DECEMBER 1982

PAYGRADE: T (GPP)

FLSA STATUS: EXEMPT

HAY EVALUATION:	KNOW-HOW:	F II 3	460
	PROBLEM SOLVING:	E 4 (50%)	230
	ACCOUNTABILITY:	E 3 P	<u>304</u>
	TOTAL POINTS		994

This standard revises and supersedes the standard established in December 1982.

EDWARD M. BIRN, Director
Department of Administration

LOURDES A. LEON GUERRERO
Governor of Guam