
NATURE OF WORK IN THIS CLASS:

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

Employees in this class perform routine duties independently after initial training and work under closer supervision on more complex 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.)

Receives and reviews schedule of job assignments.

Install and configure software applications and deploy end user computer systems and other peripheral equipment.

Assists users with login issues, printing and software application access.

Perform scheduled operations, including file transfers, backups and report generation.

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.

Troubleshoots local network connectivity issues and maintains records of system activities, errors and resolutions.

Communicates with users to gather details on issues, updates and resolution.

Provides training on system functions to end users.

Makes recommendations for improvements in operational efficiency.

Perform other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

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

Knowledge of modern office practices and procedures.

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

Ability to provide technical assistance.

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 learn and develop advanced computer operation skills.

MINIMUM EXPERIENCE AND TRAINING:

- A. One (1) year of experience in the operation of computers and computer system 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: I (GPP)

FLSA STATUS: NON-EXEMPT

**INFORMATION TECHNOLOGY OPERATOR I
(Proposed)**

0.512

HAY EVALUATION:	KNOW-HOW:	D I 1	132
	PROBLEM SOLVING:	C 3 25%	33
	ACCOUNTABILITY:	C N III	<u>43</u>
	TOTAL POINTS		208

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

EDWARD M. BIRN, Director
Department of Administration

LOURDES A. LEON GUERRERO
Governor of Guam

