

NATURE OF WORK IN THIS CLASS:

This is moderately complex technical work involved in the operation of information technology systems and other peripheral equipment.

Employees in this class perform moderately complex information technology system operations independently on an ongoing basis and participate in the full range of complex technical duties under closer supervision.

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 assists with schedule of job assignments involving several phases of computer operations.

Reviews flow charts and codes involving computer operations or procedures.

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

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

Maintains records of system installation and configuration activities, error and resolutions; maintains job logs.

Provides technical support and services to end users; assess and troubleshoot local network connectivity issues and relays information to Systems Programmers and Analysts.

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.

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

**INFORMATION TECHNOLOGY OPERATOR II
(Proposed)**

0.515

Assists with management of Help Desk ticketing systems; communicates with users to gather details on issues, updates and resolutions; provides training on system functions to end users.

Makes recommendations for improvements in operational efficiency.

Provides training and guidance to junior operators.

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.

Knowledge of flow charts involving computer operations and procedures.

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 operators.

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.

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 operator involving 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

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- 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: J (GPP)

FLSA STATUS: NON-EXEMPT

HAY EVALUATION:	KNOW-HOW:	D	I	2	152
	PROBLEM SOLVING:	D	3	29%	43
	ACCOUNTABILITY:	D	1	C	<u>57</u>
	TOTAL POINTS				252

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

