

**NATURE OF WORK IN THIS CLASS:**

This is complex supervisory and professional information technology work involved in systems analysis, programming and computer operations and activities.

Employees in this class supervise the information technology programs and activities.

**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; maintains control of the data center and ensures all physical and logical security is enforced.

Manages a team of computer operators, technicians and analysts.

Supervises the design of moderately complex computer systems, programming operations, computer operations and data control.

Develops and implements plans for improving systems design and programming, computer operations, data controls and scheduling.

Assists the Data Processing Systems Administrator with installations, operation and support of data center equipment and performance tuning and optimizations.

Manages assignments, tasks, job operation schedules and media backups; maintains records of job schedules.

Lead implementation projects for moderately complex IT hardware and software systems.

Develops, implements and audits Standard Operating Procedures for data center operations.

Recommends improvement processes, procedures and workflows for data center operations.

Troubleshoots and provides maintenance and adjustments to data center equipment; troubleshoots issues with hardware and software issues.

Provides training to end users on system and network functions; assists users with requests for system access.

Reports errors, problems and deviations from established procedures and routines; coordinates with staff and vendors to resolve problems.

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).

Performs other related duties as assigned.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of computer programming principles, techniques, and practices.

Knowledge of information technology and computer operating capabilities.

Knowledge of computer hardware and software, applications and systems programming.

Knowledge of server management and endpoint operating systems.

Knowledge of user endpoint protection and security management.

Ability to make decisions in accordance with appropriate program guidelines and policies.

Ability to supervise the work of others.

Ability to analyze and interpret technical data systems and processes.

Ability to make recommendations to adapt to information technology methods.

Ability to design systems hardware and software in accordance with specifications.

Ability to analyze and develop solutions to system issues.

Ability to establish system and operating standards and policies.

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

Ability to think logically and apply sound judgment in analyzing and organizing problems or work processes for computer solution.

Ability to work effectively 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 and papers.

Skill in computer systems analysis and data center operations.

Skill in the management of data center systems and infrastructure.

Skill in computer systems programming.

**MINIMUM EXPERIENCE AND TRAINING:**

- A. Three (3) years of specialized experience in computer systems analysis, computer programming and data center operations 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.

**AMENDED:                      AUGUST 2025**

**ESTABLISHED:                JULY 1980**

**PAYGRADE:                    O (GPP)**

**FLSA STATUS:                EXEMPT**

|                        |                         |                  |                   |
|------------------------|-------------------------|------------------|-------------------|
| <b>HAY EVALUATION:</b> | <b>KNOW-HOW:</b>        | <b>E II 3</b>    | <b>264</b>        |
|                        | <b>PROBLEM SOLVING:</b> | <b>E 3 (38%)</b> | <b>100</b>        |
|                        | <b>ACCOUNTABILITY:</b>  | <b>E 2 C</b>     | <b><u>132</u></b> |
|                        | <b>TOTAL POINTS</b>     |                  | <b>496</b>        |

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

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EDWARD M. BIRN, Director  
Department of Administration

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LOURDES A. LEON GUERRERO  
Governor of Guam

