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**NATURE OF WORK IN THIS CLASS:**

This is complex administrative and professional work involved in systems development activities including systems analysis, systems design and computer programming.

Employees in this class provide information on proper systems growth and provide the direction for projected adaptations of computer software and hardware.

**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.)

Administers information technology activities pertaining to application and system design, programming, system software and network communications.

Oversees and manages a team of systems and computer programmers, analysts and operators; oversees installations, operations and support of data center equipment and performance tuning and optimizations.

Manages, evaluates and maintains various system and networking environments to align with organizational needs and cybersecurity standards.

Develops plans to mitigate cybersecurity exposures or risks by evaluating existing IT environments.

Provides strategic guidance on systems growth and lead the adaptation of computer software, hardware and network infrastructure.

Serves as project manager for various information technology projects and ensures the availability of personnel and IT resources to meet project deadlines; makes recommendations pertaining to software acquisition, training requirements and hardware configuration and personnel needs.

Responds to cybersecurity threats by implementing and monitoring IDS/IPS; coordinates with internal and external cybersecurity partners; performs log and malware analysis and network and vulnerability scans.

Evaluates existing government system requirements and processes; develops and implements plans for improving system and network designs, programming and analysis; provides recommendations to improve program effectiveness, integrity and transparency.

Provides recommendations regarding IT acquisitions, training requirements and hardware/software configuration; provides recommendations on new technologies to enhance network/system performance and availability.

Provides cost-benefit analysis to aid in decisions on system implementations/upgrades or enhancing network cybersecurity posture.

Coordinates and conducts conferences with operating and administrative officials, vendors and/or third parties to address data or system processing problems or programs.

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 the functions and capabilities of information technology.

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

Knowledge of user endpoint protection and security management.

Ability to administer information technology system development activities.

Ability to evaluate governmental systems and processes and recommend adapting to information technology techniques to improve program effectiveness, integrity and transparency.

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

Ability to interpret and apply pertinent laws, regulations and other program guidelines.

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

Ability to analyze and develop solutions to system issues.

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

Ability to monitor cybersecurity and mitigation tools and back up appliances.

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 prepare reports and maintain records.

Skill in systems design and information technology.

Skill in the management of hyperconverged server and storage systems, firewalls and network infrastructure elements.

**MINIMUM EXPERIENCE AND TRAINING:**

- A. Four (4) years of specialized experience in computer systems programming and analysis, managing servers, networks and IT infrastructure equipment (switches and routers), performing systems administration tasks (active directory, file servers, windows defender); two (2) years of supervisory experience in daily systems operations and performance of IT critical services; 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:                   R (GPP)**

**FLSA STATUS:                EXEMPT**

**INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR  
(Proposed)**

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**2.635**

|                        |                         |                  |                   |
|------------------------|-------------------------|------------------|-------------------|
| <b>HAY EVALUATION:</b> | <b>KNOW-HOW:</b>        | <b>E II 3</b>    | <b>350</b>        |
|                        | <b>PROBLEM SOLVING:</b> | <b>E 4 (43%)</b> | <b>152</b>        |
|                        | <b>ACCOUNTABILITY:</b>  | <b>E 2 S</b>     | <b><u>175</u></b> |
|                        | <b>TOTAL POINTS</b>     |                  | <b><u>677</u></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