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ANNOUNCEMENT

December 06, 2024

THE UNIVERSITY OF GUAM SOLICITS APPLICATIONS TO ESTABLISH A LIST OF ELIGIBLES FOR THE FOLLOWING REGULAR APPOINTMENT, FULL-TIME POSITION (SUBJECT TO THE AVAILABILITY OF FUNDS):

Announcement No. 020-25

Position Title
IT SUPPORT TECHNICIAN

Hourly Range:
UGPP/I-01 \$34,886.00 – UGPP/I-03 \$37,580.00 Per Annum

Opening Date: December 06, 2024
Closing Date: December 20, 2024

MINIMUM QUALIFICATION:

- A) An Associate's degree in Information Technology (IT), Computer Science (CS), Computer Information Systems (CIS) or at least 60 credit hours completed toward degree in IT, CS, CIS or related field; or
- B) Any equivalent combination of training and experience in a technical information technology role.

QUALIFICATIONS REQUIRED:

Pursuant to Public Law 26-87 as amended by Public Law 29-113, all future employees of any position within the government of Guam will be required at a minimum to possess one of the following:

- 1. A high school diploma; or
- 2. Successful completion of General Education Development (GED) Test; or
- 3. The equivalent of a general education high school program; or
- 4. Successful completion of a certification program, from a recognized accredited or certified vocational technical institution, in a specialized field for the job.

NATURE OF WORK IN THIS CLASS:

The IT Support Technician performs skilled work in the installation, repair and maintenance of computer equipment. The IT position provides technical advice and support for employees and students' use computer hardware and software effectively. This position monitors and maintains computers, computer systems, networks and other IT systems; may install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person. The IT Support Technician's role may span one or more areas of expertise.

MINIMUM KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of IT and computer hardware and software, operating systems, and networking. Excellent oral and written communication skills. Ability to follow oral and written instructions. Ability to apply safe work practices on the job. Ability to maintain strong client focus and genuine desire to assist. Ability to be methodical and disciplined in analyzing and solving technical issues. Ability to work effectively with the public and employees.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all duties listed, nor do the examples cover all the duties may be performed.) The IT Support Technician is mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary depending on the unit and may include assisting and supporting employees and students through a series of actions, face-to-face, on the telephone, or online to help set up systems or resolve issues; installing and configuring computer hardware operating systems and applications; monitoring and maintaining computer systems and networks; troubleshooting system and network problems and diagnosing and solving hardware or software issues. Maintaining records and preparing reports; managing IT inventory and replacing parts as required; providing support, including procedural documentation and relevant reports; following diagrams and written instructions to repair a fault or set up a system; supporting the roll-out of new applications; setting up new user accounts and profiles and dealing with password issues; responding within agreed time limits to call-outs; working continuously on a task until completion (or referral to third parties, if appropriate); prioritizing and managing many open cases at one time; rapidly establishing a good working relationship with employees, students, and other professionals. Testing and evaluating new technology; and performs related work as required.

EDUCATION:

Applicants claiming degrees or credit hours are required to upload a certified copy of the documents (e.g., unofficial transcripts, high school diploma, or GED certification) with an online job application through the UOG's online employment portal at <https://uog.peopleadmin.com> Upon selection, the selected candidate will be required to submit an official transcript to the University of Guam Human Resources Office.

IT SUPPORT TECHNICIAN #020-25

WORK ELIGIBILITY:

Submission of completed job applications authorizes the University of Guam to seek and obtain information regarding the applicant's suitability for employment. All factors which are job-related may be investigated (i.e., previous employment, educational credentials, and criminal records). All information obtained may be used to determine the applicant's eligibility for employment in accordance with equal employment opportunity guidelines. In addition, the applicant releases previous employers and job-related sources from legal liability for the information provided.

Section 25103, Chapter 25, Title 10 of the Guam Code Annotated requires college or university employees to undergo a physical examination, to include a test for tuberculosis (skin or x-ray), prior to employment and at least annually thereafter. A report of such examination must be conducted by a licensed physician within a state or territory of the United States and must be submitted upon request.

Federal law requires presentation of eligibility to work in the United States within seventy-two (72) hours of reporting for employment. Specifically, 8 USC 1324A requires the employer to verify the identity and eligibility to work in the United States of all newly hired employees. The University of Guam is required to comply with this law on a non-discriminatory basis. If you are hired to fill a position within the University of Guam, you will be required to present valid documents to comply with the law.

POLICE AND COURT CLEARANCE:

Pursuant to Public Law No. 28-24 and Executive Order No. 2005-34, applicants selected for a position are required to provide original police and court (Superior Court of Guam) clearances of no more than three (3) months old prior to commencement of employment. Off-island applicants must obtain clearances from their place of residence. Applicants are responsible for fees associated with obtaining the clearances.

HOW TO APPLY:

All applicants must submit an online job application through UOG's online employment portal system at <https://uog.peopleadmin.com> and upload supporting documents with their application. For further information, please call 735-2350.

UNIVERSITY INFORMATION:

Information on the University's campus security and fire safety may be accessed at <https://www.uog.edu/safety-security/>.

THE UNIVERSITY OF GUAM IS AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDER:

The University of Guam complies with Public Law 24-109 in reference to the provisions and requirements of the Americans with Disabilities Act. Assistance in EEO/ADA matters and inquiries concerning applications of Title IX and its implementing regulations may be referred to the University's Director, EEO and Title IX/ADA Coordinator, located at the EEO/ADA Office, Dorm II, Iya Hami Hall, Room 104, Telephone No. (671) 735-2244; TTY: (671) 735-2243, or to the Office of Civil Rights (OCR).



Joseph Gumataotao (Dec 6, 2024 10:53 GMT+10)

JOSEPH B. GUMATAOTAO
Chief Human Resources Officer

IT Support Technician 12/06/24
Approved by CHRO 12/06/24