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ANNOUNCEMENT

April 03, 2025

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. 045-25

Position Title
IT SPECIALIST I

Salary Range:

UGPP/J-01 \$37,913.00 – UGPP/J-18 \$66,821.00 Per Annum

Opening Date:

April 03, 2025

Closing Date:

April 16, 2025

MINIMUM QUALIFICATION:

- A) Associate degree in Information Technology (IT), Computer Science (CS), Computer Information Systems (CIS), Computer Engineering (CE) or at least 60 credit semester hours completed toward a degree in IT, CS, CIS, CE or related field, or
- B) Any equivalent combination of certification (CompTIA A+, Security+, etc.), training and experience which provides the minimum knowledge, skills and/or abilities.

PREFERRED QUALIFICATIONS:

- A) Bachelor's degree in Information Technology (IT), Computer Science (CS), Computer Information Systems (CIS), Computer Engineering (CE) or related field.
- B) Proficient in IT and related disciplines.
- C) One-to-two years of experience in Information Technology or related fields.
- D) Experience in customer service and technical support.

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 Specialist role involves technical support, system maintenance, and troubleshooting to ensure the reliable operation of hardware, software, and network infrastructure. Responsibilities include installing, configuring, and updating IT systems, responding to service requests, diagnosing technical issues, implementing security measures, and supporting end-users through helpdesk assistance. The position requires proactive system monitoring, incident management, and collaboration with IT teams to optimize performance, security, and availability of IT resources. IT Specialists must stay current with emerging technologies and best practices to support organizational goals and maintain an efficient IT environment.

MINIMUM KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of IT and computer hardware and software, operating systems, and networking. Ability to evaluate the relevance and reliability of information. Ability to apply critical thinking, analyze potential solutions, implement effective resolutions, enhance system performance, security, and efficiency. Knowledge in troubleshooting techniques. 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 evaluate solutions, and apply sound judgment to ensure system reliability and performance. 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 diagnosing and resolving hardware, software, and network issues to provide effective technical assistance to users. They install, configure, and maintain computer systems, peripherals, and software applications to ensure optimal performance and minimal disruptions. Key responsibilities include troubleshooting technical problems, performing system updates, managing user accounts, and working with the multiple technical teams of the Office of Information Technology on Task and Projects. IT Specialist also document technical solutions, train end-users on system functionalities, and uphold compliance with security protocols.

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Their role is essential in maintaining a seamless IT infrastructure, ensuring data security, and delivering prompt support to enhance productivity and user satisfaction.

SPECIAL WORKING CONDITIONS:

Normal work schedule may include on-call, late evening, or early morning work on a periodic or frequent need basis.

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.

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 (Apr 3, 2025 16:02 GMT+10)

JOSEPH B. GUMATAOTAO
Chief Human Resources Officer

IT Specialist I 04/03/25
Approved by CHRO 04/03/25