



GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDÁT ESPETÁT MIMURIÁT GUÅHÅN

850 Governor Carlos Camacho Road, Tamuning, Guam 96913
Operator: (671) 647-2330 or 2552 | Fax: (671) 649-5508



AREA OF CONSIDERATION – OPEN COMPETITIVE

TO ESTABLISH A LIST FOR THE POSITION OF **HOSPITAL CLINICAL/SYSTEMS SUPPORT SUPERVISOR**

OPEN: December 28, 2023

CLOSING DATE: CONTINUOUS

ANN. NO.: 24-70

GENERAL PAY PLAN

OPEN: O-01 \$60,875.00 P/A to O-10 \$83,568.00 P/A
PROMOTION: O-01 \$60,875.00 P/A to O-18 \$107,291.00 P/A

MINIMUM EXPERIENCE AND TRAINING:

- A) Four (4) years of progressively responsible experience in administering hospital information technology and clinical systems; and graduation from a recognized college or university with a Master's degree in Computer Science, Information Science, or related fields; or
- B) Three (3) years of progressively responsible experience in administering information and technology systems; or experience in information systems support, systems analysis, systems design, and systems management; two (2) years of supervisory or leadership experience; and graduation from a recognized college or university with a Bachelor's degree in Computer Science, Information Science, or related field; or
- C) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

SELECTIVE FACTOR:

Possession of a current advanced or higher CompTIA certification focused in Cybersecurity or Infrastructure and Cloud; or

Possession of a current professional or higher certification from CISCO.

NATURE OF WORK:

This position administers complex hospital clinical technology systems or specialized hospital information technology systems.

An employee in this class will be responsible for the supervision of staff as assigned to assist in the administration of the Hospital's clinical technology or other specialized hospital information technology systems; and for administering IT directives that encompass the development, deployment, maintenance and management of Hospital-wide clinical IT; or other specialized hospital information systems in order to facilitate accurate and efficient standards compliant to direct and indirect patient care in a hospital computing environment.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Administer the Clinical Information Systems and Applications; or the Revenue Cycle Management and Financial Information Systems and Applications used throughout the hospital and serves as liaison between vendors and the hospital. Assist Clinical or Operation's areas in the use of information systems for the advancement of accuracy, efficiency and compliance of direct patient care. Manage Tier III Level of technical support in the areas of systems administration, technical, and management support and design; network security and infrastructure, user access and security; Change and Patch management; quality assurance; Disaster recovery and Business Continuity Management; regulatory compliance, risk management, and maintenance of information systems and technologies in a hospital computing environment. Plan and establish system requirements and design specifics; participates in planning, directing and coordinating project activities which include the evaluation, deployment and management of current and future hospital IT systems across the organization. Manage and conduct Risk Management safeguards and controls to ensure maximum and effective systems security of all Hospital Information Systems that store, process or transmit healthcare information. Manage the security design, implementation, and maintenance of enterprise network testing by working with system engineers to design the test network, manage and configure firewalls and VPNs, support virtual evaluations; and assist in the design and development of integrated information systems interoperability. Design, test, provision, and implement modern secure operating systems, networks, and database products for

use in the hospital computing environment. Conduct quality assurance pre-check and ensure equipment meets standard preset installation package. Coordinate and communicate system procedural implementation to end users, coordinators, specialty managers and work teams and serves as liaison between users, vendor and IT Department. Oversee the maintenance of hospital physical servers and coordinates problem resolution with IT staff. Define, capture, analyze, archive and maintain hospital-wide master database files and patient information data. Provides end-user access to data extracts through custom query reporting method, data download, files transfer, Electronic File Transfer (EFT) and submission, transaction code set, Electronic Data Interface (EDI) standards used for electronic medical claims processing and remittance advice with contracted third party payers. Manage and perform backup strategies to ensure complete hospital information systems and technology daily backups. Manage and resolve system and application problems with end users by identifying issues and or source of program errors. Maintain user's compliance of information security policies and procedures, and technical systems for confidentiality, integrity and availability of all organizational healthcare information systems in accordance with HIPAA Security and Joint Commission. Conduct physical and electronic security audits. Determine and recommend improvements of standards and implements changes. Develops and maintains relationships with system vendors. Manage the installation of new clinical and technical support systems and releases; coordinates efforts to detect and correct system problems with newly installed application and updates between IT staff, functional end users and third party vendors. Manage IT component of the RIS and LIS teams to insure interfaces and data flow required are functioning properly.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of the functions and capabilities of hospital and healthcare information technology processing.
- Knowledge of the standard principles, methods, practices, techniques of information technology such as information systems planning, database design, programming and systems implementation.
- Knowledge of VPN, Network Protocols, Management, Wiring and Hardware; and wireless Technology and Access Control Systems.
- Knowledge of electronic communications and encryption protocols and compliance.
- Knowledge of Windows Operating Systems, Windows and desktop software applications and support, Patch Management, and end-user compliance and controls.
- Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.
- Knowledge of the principles and practices of computing programming, system analysis, and design.
- Knowledge of computer hardware and software systems.
- Knowledge of Wide Area Network (WAN) development enterprise and/or Voice Over Internet Protocol (VOIP) system development.
- Ability to think logically and pay close attention to details.
- Ability to make decisions in accordance with appropriate guidelines.
- Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.
- Ability to ensure data integrity and apply system security and control standards.
- Ability to work effectively with the public and employees.
- Ability to communicate effectively, orally and in writing.
- Skilled in planning and project management.
- Skilled in analytical and critical thinking, in conjunction with route technical user support and resolution methods.
- Skilled in supervision, planning, and project management.
- Skilled in working with complex systems design, management, maintenance and configuration scenarios to ensure maximum efficiency, effectiveness, productivity and regulatory compliance.

EXAMINATION REQUIREMENTS: A written test may be required. When a written test is not required, applicants will be rated on a scale between 70.00 and 100 percent on the basis of their training, education and experience in relation to the minimum requirements of the positions. **Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examination.**

EDUCATION REQUIREMENT: Applicants claiming education accomplishment, such as, degrees or credits are required to submit official or verified copies of university or college transcripts. Pursuant to Public Law 29-113, effective September 30, 2008, all new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job.

CMS OMNIBUS COVID-19 HEALTHCARE STAFF VACCINATION REQUIREMENT: Pursuant to CMS regulation, all eligible staff, both current and new, working at either the acute hospital or the Skilled Nursing Facility, are required to be fully vaccinated against COVID-19. The CMS mandate applies to all eligible staff working at almost all CMS-certified facilities that participate in the Medicare and Medicaid programs. This includes facility employees, licensed practitioners, students, trainees, vendors, contractors and volunteers. Additionally, this includes individuals who provide care, treatment, or other services for the facility and/or its patients under contract or other arrangements, even at a third party location.

DRUG SCREENING AND PRE-EMPLOYMENT PHYSICAL MEDICAL EXAMINATION: All applicants tentatively selected for this position are required to submit to a urine test to screen for illegal use of drugs prior to appointment. All applicants accepting employment with Guam Memorial Hospital Authority must take and pass a pre-entry Physical examination and COVID screening and show proof of COVID vaccination.

PRIMARY SOURCE VERIFICATION: Applicants applying for positions in the Nursing and/or Allied Health Professional positions requiring licensure pursuant to Public Law 24-329 or National Credentialing Institution must obtain a verification of licensure upon notification of selection as a condition of employment. All cost incurred for licensure/ certification verification is at the applicant's expense.

VETERANS' PREFERENCE: Applications claiming veteran's preference are required to provide a copy of their DD-214 (Military discharge member 4 form). Those claiming Compensable Disability are required to provide verification from the Veteran's Administration.

DISABILITY PREFERENCE: Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification form, certified by the Director of Public Health & Social Services.

POLICE AND COURT CLEARANCE: Pursuant to Executive Order No. 2005-34 and Public Law No. 28-24, all applicants accepting employment with Guam Memorial Hospital Authority must submit a police and Superior Court of Guam clearance of no more than 3 months old from the date of notification of selection as a condition of employment. The cost of the clearances is the applicant's responsibility. Off-Island applicants must obtain clearances from their last place of resident.

AREA OF CONSIDERATION AND INTERVIEW PROCESS: A personal interview, interview by telephone or video conferencing will be held by the appointing authority or his designee for eligible candidates referred via certification. Certification for interviews are prepared from valid eligibility listings in accordance with the area of consideration or examination and in the following order if available: 1) Departmental; 2) Government-wide; and 3) Open Competitive. Candidates will be contacted accordingly during active recruitment when their names are reached on the appropriate list.

Important Note: Individuals with disabilities who require special accommodations should contact the Equal Employment Opportunity Office at (671) 647-2104, prior to any scheduled interviews. If traveling off-island and/or if contact information has changed, all eligible candidates are responsible for notifying the Human Resources Office of any changes in contact information to include email and mailing addresses.

IMPORTANT INFORMATION: Public Law 99-603 (8USC, Section 1324A) requires the Government of Guam to verify the identity and work eligibility of all newly hired employees. All new employees shall be required to provide proof of identity and work eligibility to work in the United States.

If you are hired to fill a position in the Government of Guam, you will be required to present valid documents that will establish your identity and work eligibility.

WHERE TO APPLY: Applicants must submit the "Guam Memorial Hospital Authority – Employment Application" to the Guam Memorial Hospital Human Resources Department between the hours of 7:00 a.m. to 4:00 p.m., Monday through Friday. Closed on official Government Holidays, Saturday and Sunday or via email to human.resources@gmha.org. To ensure full consideration of your application, all supporting documents must be submitted with the application. For further information, call (671) 647-2409/2171 or visit the Guam Memorial Hospital Authority Human Resources Department at 850 Gov. Carlos Camacho Road Oka, Tamuning, Guam 96913. The Human Resources Department is located on the first floor within the Administration offices or visit the "gmha.org website" for other employment opportunities.

APPROVED:


LILLIAN Q. PEREZ-PQSADAS, MN, RN
Hospital Administrator/CEO

CP.

THE GUAM MEMORIAL HOSPITAL AUTHORITY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER