



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 IT SUPPORT TECHNICIAN II**

OPEN: April 28, 2026

CLOSING DATE: May 11, 2026

ANN. NO.: 26-37

GENERAL PAY PLAN

OPEN: J-01 \$37,913.00 P/A to J-10 \$52,047.00 P/A

PROMOTION: J-01 \$37,913.00 P/A to J-18 \$66,821.00 P/A

MINIMUM EXPERIENCE AND TRAINING:

- A) Three (3) years of progressively responsible experience in Hospital Information Systems and technology, help desk support, or IT technical support and graduation from a recognized college or university with an Associate's degree in Information Technology, Management Information Systems or related field; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NATURE OF WORK:

This is moderately complex technical work in providing support services for clinical systems and applications or other specialized information systems in a hospital computing environment.

An employee in this class provides electronic data processing technical support, end-user help desk support on information systems and technologies and may provide lead work to other technicians.

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).

Perform, monitor, document and manage system backup strategies for clinical systems and applications or other specialized information systems and technologies, including tape libraries, archival management, off-site backup storage and retrieval management in a hospital computing environment. Process scheduled jobs and print reports when required. Perform Initial Program Load (IPL) to reset system storage to allow optimum performance of the AS400 computer system. Perform end of month procedures and conducts back up files to tape cartridge. Diagnose moderately technical issues and evaluate, assess and repair virtual stations, personal computers, dumb terminals, computer peripherals and other hardware or software connected to a hospital network or AS400 computer systems. Install, configure and test all virtual stations, personal computers, dumb terminals and network stations. Conduct quality assurance pre-checks and ensure equipment meets standard preset installation packages. Assist with the installation and troubleshooting of a hospital Local Area Network, VPN Tunnels, Wireless Repeaters, Security Appliances, network drops, termination points and configurations of network devices and workstations. Monitor and maintain the Hospital physical servers; coordinate with system technicians for problem resolution as necessary; and work as part of a team to monitor the server for 24 hour operation. Monitor, install and maintain operating and security systems software and related equipment. Setup laptops, projectors and IP Phones for employee training, Webex and Skype conferences. Enable AS400 user profiles and enroll users into the Order Communications application for user of iMed and AS400 systems. Access software updates, drivers, knowledge bases and frequently asked questions resources on the internet to aid users in problem resolution. Respond to hospital user requests for technical support assistance in person, via telephone or electronic media. Conduct research on technical issues and resolves or redirect problems to appropriate technical resources. Train users to work with new computer.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of the practices, procedures and techniques of electronic data processing.
- Knowledge of the operation of computer electronic equipment.
- Knowledge of computer electronics.
- Knowledge of computer peripheral equipment operation.
- Ability to follow oral and written procedures of a technical nature.
- Ability to read, interpret and work from blueprints, sketches and diagrams.

- Ability to work effectively with the public and employees.
- Ability to understand and follow oral and written instructions.
- Ability to communicate effectively, both orally and in writing.
- Ability to identify and correct computer and peripheral failures and find solutions.
- Skill in the maintenance and repair of computer equipment and systems.

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.

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.

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 residence.

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.

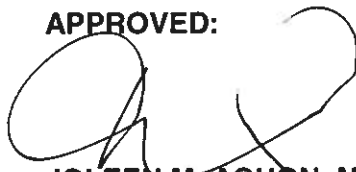
Important Note: Individuals with disabilities who require special accommodations should contact the Equal Employment Opportunity Office at (671) 647-2104, prior to any scheduled interviews. If traveling off-island and/or if contact information has changed, all eligible candidates are responsible for 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 5:00 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:



JOLEEN M. AGUON, MD
Interim Hospital Administrator/CEO