



GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDÁT ESPETÁT MIMURIÁT GUÁHÁN

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 SPECIALIST II**

OPEN: April 30, 2026

CLOSING DATE: May 13, 2026

ANN. NO.: 26-38

GENERAL PAY PLAN

OPEN: K-01 \$41,372.00 P/A to K-10 \$56,795.00 P/A

PROMOTION: K-01 \$41,372.00 P/A to K-18 \$72,918.00 P/A

MINIMUM EXPERIENCE AND TRAINING:

- A) Two (2) years of progressively responsible experience in Hospital Information Clinical Systems and technology; or technical support, help desk support, and systems management; and graduation from a recognized college or university with a bachelor's degree in Computer Science, Information Science, or related field; or
- B) Any equivalent combination of experience and training beyond the bachelor's degree which provides the minimum knowledge, abilities and skills.

NATURE OF WORK:

This position provides intermediate technical support of hospital Clinical Systems and applications or other specialized hospital Information Systems.

An employee at this level will provide Tier III level specialized technical support and services for Hospital Information Systems that include the Revenue Cycle Management Application Suite; General Financial Application Support; Hospital Client/Server applications; website management and Clinical Systems all 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 duties which may be performed.)

Provides specialized technical support and services for hospital Information Systems that include, healthcare advanced technologies and methodologies, Revenue Cycle Management Application Suite, General Financial Application Support, Hospital Client/Server applications, Website Management, Hospital Network Infrastructure, Data Warehouse Server, Email Communications, Electronic and digital Security, Network Filtering Services, Spam and Website Content Management, and Central Repository and workflow applications to more than 500 Hospital end users and Business Associates. Provide access level authorization to GMHA email users and maintain enrollment log. Configure, monitor, and problem isolation and resolution to all Document Management technologies, Scan to Desktop technologies, and Network wide shared resources. Analyze, evaluate, diagnoses, and find solutions to problems related to the operating systems, hospital information systems, System Servers, Information Systems, Security Appliances, and technologies in a healthcare environment. Install, maintains, and troubleshoots Hospital Local Area Network, VPN Tunnels, Wireless Repeaters, Security Appliances, to include network drops, termination points, and configurations of network devices and workstations. Develop, implement, test, and maintain server level disaster recovery processes and procedures. Conduct Network administration maintenance daily, monthly, and yearly maintenance tasking as established by network wide policies and procedures. May provide training to less experienced support technicians and IT specialists in system administration, system monitoring and reporting, system security access and controls.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

- Knowledge of computers and electronics.
- Knowledge of the functions and capabilities of Hospital Clinical Information Systems or other specialized Healthcare Information Technology Systems and processes.
- Knowledge of the principles, practices and techniques of computer programming, systems support, systems analysis and help desk support.
- Knowledge of transmission, broadcasting, switching, control and operation of telecommunications systems.
- Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.
- Ability to manage time, organize processes and maintain documentation.

- Ability to analyze and evaluate technical systems failures and find solutions.
- Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.
- Ability to make decision in accordance with appropriate program guidelines.
- Ability to manage time, organize processes and maintain documentation.
- Ability to interpret and apply pertinent laws, regulations and other program guidelines.
- Ability to ensure data integrity; apply systems security and control standards and methodologies.
- Ability to work effectively with the public and employees.
- Ability to communicate effectively, orally and in writing.
- Skilled in working with complex systems design, management, maintenance, and configuration scenarios, to ensure maximum efficiency, effectiveness, productivity and regulatory compliancy.

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