ANNOUNCEMENT

February 17, 2025

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

Announcement No. **032-25**

Position Title
IT SUPPORT TECHNICIAN

Salary Range:	*Opening Date:*	February 17, 2025
UGPP/J-01 $37,913.00 - UGPP/J-18 $66,821.00 Per Annum	*Closing Date:*	February 28, 2025

Location:
College of Natural & Applied Sciences (CNAS)/Cooperative Extension Service (CES)/Western Pacific Tropical Research Center (WPTRC)

MINIMUM QUALIFICATION:
Bachelor's Degree or Associate's Degree with three (3) years of computer and software relevant and related work experience.

PREFERRED QUALIFICATIONS:
Bachelor's Degree in computer science

NECESSARY SPECIAL QUALIFICATION:
Must have a valid driver's license.

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 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.

CHARACTER OF DUTIES:
(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. The IT Support Technician will assist the faculty and staff with Zoom recordings for interviews, and Dropbox assistance. The IT Support Technician will assist staff and faculty with Zoom links for interviews and testing the links for connectivity. Testing and evaluating new technology; and performs related work as required.

KNOWLEDGE, ABILITIES AND/OR SKILLS:
Knowledge of Microsoft applications, iOS equivalents and UNIX. Ability to prepare project-specific documentation such as worksheets, reports, progress reports, enumeration, and binder portfolios. Ability to work with employees and the public. Analyzing information and evaluating results to choose the best solutions and solve problems. Obtaining and processing information from all relevant sources, compiling, categorizing, auditing, or verifying information or data. Technology skills related to Microsoft Suite- Word, Excel, PowerPoint, Google Maps, Google Earth. Knowledge of network diagnostic and repair

EDUCATION:
Applicants claiming degrees or credit hours are required to have an original or certified copy of the documents (e.g. transcripts, high school diploma or GED certification) accompany the application.

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 (e.g. 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 the application 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 (Feb 17, 2025 10:52 GMT+10)

JOSEPH B. GUMATAOTAO
Chief Human Resources Officer

IT.Support.Technician.2/17/2025
Approved by CHRO 2/17/2025