



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 I**

OPEN: May 23, 2024

CLOSING DATE: CONTINUOUS

ANN. NO.: 24-102

GENERAL PAY PLAN

OPEN: H-01 \$32,355.00 P/A to H-10 \$44,417.00 P/A
PROMOTION: H-01 \$32,355.00 P/A to H-18 \$57,026.00 P/A

MINIMUM EXPERIENCE AND TRAINING:

- A) Two (2) years of 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 routine to moderately 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.

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).

Respond to incoming requests from end users in person, via telephone and or electronic media for routine technical support assistance for clinical systems and applications or other specialized information systems in a hospital computing environment. Identify and organize end user support calls according to priority and forward tickets to higher-level support personnel. Assist in configuring software to ensure automation and routing workflows support timely resolution including, receipt, prioritization documentation and distribution. Participate in continuous improvement of IT support policies, procedures and guidelines. Maintain help desk trouble calls in log book or electronic ticketing system. Troubleshoot minor hardware and support malfunctions and corrects them as directed by established troubleshooting policies and procedures. Assist upper level Support Technicians in the installation of hardware, software and network assets as needed. Process disposition of antiquated and unusable computer equipment and prepare equipment for survey based on established policies and procedures. Conduct hardware and software inventory as directed and assist with yearly computer hardware and software asset inventory as needed.

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 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 routine computer and peripheral failures and find solutions.
- Skill in the routine 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.

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 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:


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Hospital Administrator/CEO