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MEDIA NOTICE

The Guam Waterworks Authority & Guam Power Authority hereby petitions the Consolidated Commission on Utilities (CCU) the following:

CREATION OF POSITIONS:

Information Security Supervisor
Infrastructure Support Supervisor
Application Support Supervisor

This petition is in compliance with 4 GCA, Chapter 6, §6303 (d) (added by Public Law 28-112). The petition is also required by 4 GCA. §6205 and §6303 as public documents for the purposes of 5 GCA, Chapter 10, Art. 1 (Sunshine Law).

For more information, please visit the Guam Power Authority's website at https://www.guampowerauthority.com/gpa_authority/careers/gpa_petitions.php or Guam Waterworks Authority website at http://www.guamwaterworks.org/careers/petition. you may contact the GPA's and GWA's Human Resources Division at 671-647-3130 or 671-300-3076.

Miguel C. Bordallo, P.E
General Manager
Guam Waterworks Authority

John M. Benavente, P.E.
General Manager
Guam Power Authority

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STAFF REPORT
CREATION OF POSITIONS -
INFORMATION SECURITY SUPERVISOR;
INFRASTRUCTURE SUPPORT SUPERVISOR;
APPLICATION SUPPORT SUPERVISOR

I. REQUEST:

The and the Guam Power Authority (GPA) and Guam Waterworks Authority (GWA) respectively petition the Consolidated Commission on Utilities (CCU) to create the following position in the unclassified status in accordance with Public Law 28-112;

- Information Security Supervisor
- Infrastructure Support Supervisor
- Application Support Supervisor

II. AUTHORITY:

Public Law 28-159, Section 3(c) Amendment of Certified, Technical and Professional Positions. The following information is provided pursuant to 4 GCA, §6303 (d) Creation of positions in the Autonomous Agencies and Public Corporations:

(1) *The petition of any agency, department, or public corporation listed in 4 GCA, §4105(d) of this Title to create a position shall include:*

A. *The justification for the new position:*

The evolution of the cyber security landscape in the past few years has impacted the operations of GPA and GWA. The pandemic has accelerated digitalization, necessitating new processes to achieve their goals. These changes have heightened cyber security risks, including infrastructure and application vulnerabilities. Geopolitical agendas also raise concerns about electronic warfare and cyber-attacks on Guam, with targeted attacks increasing. Additionally, the demand for certified technical professionals has led to skill shortages, exacerbating these challenges.

To address these issues, new positions will be created within the IT division to enhance its capabilities, with subject matter experts supervising these sections. This expansion aims to improve cyber security measures and ensure continuity of business processes for both authorities. Collaboration with local and federal agencies helps assess security controls and resilience, revealing areas needing improvement.

The creation of these positions is essential to update the skills and responsibilities required to fulfill the functions of the IT divisions, specifically tailored to a Utility Organization's needs. It ensures the effectiveness of utility-based job specifications and enhances the authorities' ability to address evolving cyber security threats.

B. *The essential details concerning the creation of the position.*

Refer to the classification review in Section III below.

C. *An analysis of similarities and differences between positions to be created and positions listed pursuant to 4 GCA, §4101.1(d);*

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While there are existing roles dedicated to implementing, maintaining, and supporting security solutions, database software, network systems, and infrastructure, the establishment of the Information Security Supervisor, Infrastructure Support Supervisor, and Application Support Supervisor positions offers supervisory oversight to provide strategic direction and enhance workflow efficiency within each IT section for GPA & GWA. This administrative oversight is in line with GPA IT Division's restructuring of the reporting structure, aimed at streamlining the Chief Information Technology Officer (CITO) or the Information Technology Manager's span of control, enabling them to manage activities and respond to higher level to technical Information Technology activities response directing and planning activities for GPA & GWA.

D. *The position description: See attached.*

E. *The proposed pay ranges and demonstration of compliance with 4 GCA, §6301 of this Title: GWA's and GPA's compensation plan as authorized by Public Law 28-159 and approved by the CCU in October 2007. The proposed compensation is in accordance with the Strategic Pay Plan Methodology.*

F. *A fiscal note as the term as described in 2 GCA, §9101 et seq.; and any other pertinent information.*

The GWA and GPA are responsible for the funding availability for the above-referenced position and are in compliance with all applicable laws, rules, and regulations regarding the creation, filling, and retention of positions in certified, technical, and professional positions. The funding of this position has no financial impact on the Government of Guam's General Fund.

(2) *The petition shall be posted on the agency, department, or public corporation's website for ten (10) days (Saturdays, Sundays, and government of Guam holidays excepted). After the posting, the head shall forward the petition along with evidence of his compliance with 4 GCA, Chapter 6, §6303.1(a), to the governing board or commission who, if they approve the same shall approve the petition by resolution and file the petition and resolution for records with the Director of Administration and the Legislative Secretary.*

(3) *No new position may be filled until after compliance with the provision of this Section and thirty (30) days have elapsed from the date of filing with the Legislative Secretary.*

III. METHODOLOGY

Information was gathered from various public utilities associated with the American Public Power Association (APPA) and American Water Works Association (AWWA) and other utilities with comparable positions within the United States. The information collected was used to analyze and develop the proposed job standard as they apply to the work performed for the Commission, and for GWA and GPA Executive Management. The staff collaboratively reviewed the duties associated with the proposed creations as indicated in the position

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descriptions. In evaluating these positions, the Strategic Pay Job Evaluation Methodology was utilized to determine the job evaluation points based on a total of twelve (12) measurement factors: Education, Experience, Complexity, Scope of Work, Problem Solving, Freedom to Act/Supervision Received, Work Environment, Physical Demands, Impact of Discretionary Decisions, Human Relations Skills/Contact, Authority Exercised, and Supervisor/Managerial Responsibility.

IV. RECOMMENDATION

1. To approve the creation of the Information Security Supervisor, Infrastructure Support Supervisor and Application Support Supervisor positions in the classified service and add the position to the Certified, Technical, and Professional (CTP) list of positions.
2. To adopt proposed minimum and maximum range of compensation, for both the GPA & GWA with the Strategic Pay Methodology as follows:

Benchmark Position	JE POINTS	2017 Implementation Ranges @ 25th Market Percentile (2022 Market data) - 5 Substep Spread							
		Structural Adjustment - MIN				Structural Adjustment - MAX			
		Base Salary	Grade	Step	Sub Step	Base Salary	Grade	Step	Sub Step
Information Security Supervisor (2022)	1002	94,606	N	7	B	98,447	N	8	B
Infrastructure Support Supervisor (2022)	995	91823	N	6	C	95552	N	7	C
Applications Support Supervisor (2022)	995	91823	N	6	C	95552	N	7	C

3/11/2024
JOSHUA D. MANIBUSAN
GPA Personnel Specialist IV

3/11/2024
JON-REY P. AGUIGUI
GPA Personnel Services Administrator

11 march 2024
ZINA PANGELINAN-CHARFAUROS
GWA Personnel Services Administrator

3/11/2024
BEATRICE P. LIMTIACO
Assistant General Manager, Administration

03/11/2024
CHRISTOPHER M. BUDASI
GWA Assistant General Manager, Administration & Support

3/11/2024
JOHN M. BENAVENTE, P.E.
GENERAL MANAGER

2024.3.11
MIGUEL C. BORDALLO, P.E.
GWA General Manager

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Information Security Supervisor

NATURE OF WORK IN THIS CLASS:

This is complex technical supervisory work supporting IT/OT security solutions for the Guam Power Authority and/or Guam Waterworks Authority.

Employees in this class are responsible for the supervision of the development, implementation, and maintenance of standards and systems that will secure information systems and data for the Authority.

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.)*

Supervises Utility Information Security Administrators and other utility personnel support to implement security software and monitoring agents on windows, network devices, databases and the Enterprise Security Software.

Manages the monitoring of all system security, including event analysis, trend analysis and ensuring compliance with Information Security policies and procedures. Ensures that security improvement actions are evaluated, validated, and implemented as required. Advise senior management on risk levels and information security posture.

Oversees the planning, maintenance, repair and troubleshooting and/or debug issues of security software systems; Evaluates and recommends development efforts to ensure that baseline security safeguards and appropriately installed.

Identify information technology (IT) security programs implications of new technologies or technology upgrades. Responsible for the testing and certification of new security technologies on the utility's enterprise infrastructure.

Oversee the information security training plans and awareness program. Monitor's cybersecurity trends, regulations and standards for compliance; provides recommendations to senior management to enhance security posture and existing training programs. Administers Phishing and awareness program(s) to test the resiliency of both agencies. Provides guidance on intermediate and required remedial cybersecurity training, in compliance with federal state and local agency requirements.

Monitors and reviews the configuration and testing of security devices, email security appliances both virtual and physical. Monitors, records, extracts and translates log data for both internal and external use.

Responsible for developing and maintaining Cybersecurity frameworks, policies, technical documentation including design documents, test plans, project plans, procedures, incident reports and troubleshooting guides for disaster recovery and business continuity. Ensure that plans of actions and milestones or remediation's plans are in place for vulnerabilities identified during risk assessments, audits, inspections, etc. Responsible for timely collect, examine, analyze, and reporting security findings to management and escalate required federal, state and local government agencies

Perform other related duties as assigned.

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge and experience in configuring and securing SaaS, PaaS and IaaS architectures.

Knowledge of Microsoft (MS) Active Directory and Group Policy Management (GPM)

Knowledge of monitoring protocols such as Syslog, and Simple Network Management Protocol.

Knowledge of Network Communications protocol, web technologies (TCP, IP, ICMP, Telnet, etc.), file systems, databases, virtualization technologies, and identity management.

Knowledge of security techniques and defense against viruses and other attacks.

Knowledge of network systems management, principles, models, methods (e.g., end-to-end systems performance monitoring), and tools.

Knowledge of file systems, firewalls, databases, visualizations technologies and identity management.

Knowledge of multiple domains for applications networking and infrastructure IT or OT disciplines.

Ability to work both independently and with others.

Ability to supervise various information security programs.

Ability to supervise the work of others.

Ability to communicate well both orally and in writing.

Ability to create technical documentation and diagrams.

MINIMUM EXPERIENCE AND TRAINING:

A) Five (5) years of technical experience in information and network protection; and graduation from a recognized college or university with a Bachelor's degree in Computer Science, Computer Information Systems (CIS), Information Technology or closely related field; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

Established:

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

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Infrastructure Support Supervisor

NATURE OF WORK IN THIS CLASS:

This is complex technical supervisory work in leading and supervising the Infrastructure Support team.

Employees in the class are responsible for the supervision of the planning, developing, installing, configuring, maintaining, supporting and optimizing of all servers and network hardware, Security Appliances' software and communication links for the Guam Power Authority and Guam Waterworks Authority.

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.)*

Supervises and participates in the planning, developing, installing, configuring, maintaining, supporting and optimizing all network hardware, software, and communication links of local and remote computer network.

Directs daily operations of the Infrastructure Team by analyzing work, establishing priorities, developing standards, setting deadlines, and following up on execution.

Designs, installs, updates, configures, maintains, and troubleshoots server infrastructure to include blade servers, storage attached servers, standalone servers, file servers, network monitoring devices and other related equipment.

Designs, installs, updates, configures and maintains network infrastructure to include network switches, routers, firewalls, VPN gateways, intrusion detection systems, network monitoring devices and other related equipment.

Assists with IT cybersecurity program including regular assessments, audits, monitoring and remediation of all IT and Operation Technology systems.

Evaluates, recommends, and performs upgrades to IT systems and infrastructure to ensure availability and minimize downtime.

Monitors, improves, and troubleshoots system performance and issues affecting the network and servers.

Manages SME's in support in solving technical problems.

Maintains quality service by establishing and enforcing organization standards and compliance.

Trains, supervises, schedules, evaluates and mentors assigned employees with transparency and visibility, ensuring team workload is performed effectively and efficiently. Maintain and administer network integrity and security.

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Develop and implement policies and procedures related to infrastructure systems network and servers.

Coordinate infrastructure operations by setting priorities and establishing goals for growth and maintenance.

Works with IT Management to devise strategic and tactical solutions required to meet overall objectives of the authority; Prepare reports and recommendations on system performance and operations.

Works with IT/OT Applications and Information Security Sections to provision the necessary resources to test, develop, promote, and or retire/recover infrastructure.

Perform other related duties required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of network infrastructure and design and support

Knowledge of network operating systems, network equipment and networking protocols.

Knowledge of managing and maintaining an enterprise network system.

Knowledge and experience in integrating and securing SaaS, PaaS and IaaS architectures.

Ability to design, configure, troubleshoot and maintain network infrastructure related equipment and/or issues.

Ability to maintain network infrastructure integrity, security design and support.

Ability to supervise the work of others.

Ability to keep up with innovation in infrastructure and network design.

Ability to work effectively, orally and in writing.

Ability to learn, interpret and apply utility policies and procedures.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain records and prepare reports.

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

MINIMUM EXPERIENCE AND TRAINING:

A) Five (5) years of experience in network operating systems, server operations, system maintenance or troubleshooting and problem resolution and graduation with a Bachelor's degree from an recognized college or university in Computer Science, Computer Information Systems (CIS), Information Technology or related field; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

Established:

_____

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

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Application Support Supervisor

NATURE OF WORK IN THIS CLASS:

This is complex technical supervisory work in leading and supervising the Application Support team for the Guam Power Authority and Guam Waterworks Authority.

Employees in this class are responsible for the supervision of the monitoring, installation and maintenance of software applications and streamline utility business operations to increase efficiency.

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.)*

Coordinates and directs the monitoring, installation, maintenance, troubleshooting and repair of software applications utilized by the Authority; Plans and assess utility business process requirements and analyzes the structure and flow of the business to identify application solutions.

Supervises and participates in the development, promotion, maintenance and troubleshooting of Utility databases including its resources, architecture and performance. Reviews utility database expansion by studying plans and requirements; Makes recommendations on whether to upgrade the existing systems or install new ones.

Manages data classification, data standards in accordance with established Cyber Security Policy and works directly with ISM. Performs technical support and problem resolution related to business application software systems; responds to emergency calls pertaining to database system failures and/or outages; Coordinates and executes test back-up and disaster recovery plans Ensures compliance with agency approved Cybersecurity Policy.

Formulates policy, development and procedures for use software applications and utility databases; Maintains detailed and up-to-date documentation of issues, resolutions of the solution procedure.

Supervises database administrators and other utility application support personnel. Assigns and assists in the development of software applications operation SME training plans, techniques and procedures involving new business applications to respond to utility project requests describing application and database user needs.

Performs other related work as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Intermediate Knowledge of the managing and maintaining a at least one (1) server operating system.

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

Knowledge of application, installation maintenance, troubleshooting and support for computer related applications.

Knowledge of front-end and back-end programming languages, such as programs and scripting languages (i.e. SQL report, Crystal Reports, Java, BI Launchpad, etc…).

Knowledge of server-client computing and relational database environments.

Knowledge and experience with application integration using SaaS, PaaS and SaaS architectures.

Knowledge of data management and data processing flowchart techniques.

Ability to work effectively, orally and in writing.

Ability to keep up with innovation in application design.

Ability to learn, interpret and apply utility policies and procedures.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to supervise various application support programs.

Ability to supervise the work of others.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) Five (5) years experience in the installation, maintenance, troubleshooting and/or repair of computer related applications and/ programs; and graduation from a recognized college or university with a Bachelor's degree in computer science, information technology, information systems, or related field; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

Established:

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

POSITION DESCRIPTION QUESTIONNAIRE INSTRUCTIONS

WHO SHOULD COMPLETE THE QUESTIONNAIRE?

(1) The employee occupying the position (jobholder) completes the first six (I-VI) sections of the questionnaire.

(2) The employee completes Section VII if he/she chooses to do so. If the employee decides not to complete Section VII, mark the box provided. The direct supervisor will then complete Section VII for the employee.

(3) The direct supervisor completes Section VIII. It is to add or clarify any of the information provided by the employee/jobholder or to provide different information.

(4) The direct supervisor completes the questionnaire for vacant positions.

(5) Section IX is completed by the Human Resources Office.

(6) The completed questionnaire is subject to post-audit by the Department of Administration.

I. JOB IDENTIFICATION:

Position Title: Show the official (payroll) title only.

Official Position No.: Show the official number provided in the staffing pattern for the job. Although the employee/jobholder may change from time to time, the position number does not change. It is a position management tool.

Job Location: Show the exact location of the position within the organization.

Direct Supervisor: Show the official position title and name of supervisor or manager to whom the jobholder must report.

II. JOB DESCRIPTION:

ESSENTIAL FUNCTIONS: These are the required job duties of the position that a qualified person must perform. Under the Americans with Disability Act, the duties are performed either with or without a “reasonable accommodation.” Without one of the essential functions, the need for the job is changed.

The description of functions performed must be short, clear and correct. It should tell what is done and its purpose or why. It should not tell how it is done. The duties are specific. Do not use unclear, general statements. Do not use additional papers.

Organize and list the job functions in one of the formats selected below. Mark the format selected. The format selected is only for the purpose of organizing the description of the job. It will not determine the job’s classification and pay.

(1) Daily work assignments – proper for job functions that are repetitive and have specific work operations and procedures. List the functions beginning with the first daily work assignment and ending with the last work assignment.

(2) Percentage of time – proper for jobs that have varied functions and responsibilities. List the functions by percentage of time spent, beginning with the highest percentage. The total % should equal 100%.

(3) Order of importance – proper for job functions that provide levels of importance. List the functions beginning with the most important function and ending with the least important. All functions are performed, however.

NONESSENTIAL FUNCTIONS: Nonessential functions are tasks that are minor, or not required to the completion of the essential functions. In addition, nonessential functions are those that could be performed by other workers. The phrase, “performs related duties as assigned” is normally listed here.

III. MINIMUM QUALIFICATION REQUIREMENTS:

These are the minimum requirements needed to qualify for the job. They are necessary for satisfactory performance of the job’s essential functions. It is not to show the employee’s (jobholder’s) qualifications. They are used further in the job analysis necessary for the creation of position classification standards.

Experience – Show the type and length (months or years) of experience needed by a qualified applicant to perform the essential functions of the job.

Education – Show the formal schooling or training required for a qualified applicant to perform the essential functions of the job.

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

Revised: 05/97 Class Code _____

POSITION DESCRIPTION QUESTIONNAIRE

I. IDENTIFICATION

Official Position Title: ____INFORMATION SECURITY SUPERVISOR_____ Official Position No.: _____

Job Location: ____GUAM POWER AUHTORITY_____INFORMATION TECHNOLOGY_____
(Department/Agency) (Division) (Section/Unit)

Name: _____
Last First Middle Initial

Pay Grade: _____ [X] Classified [ ] Unclassified [ ] Position Vacant

Supervisor: _____ _____
(Name of Direct Supervisor) Title of Supervisor

II. DESCRIPTION OF DUTIES

Duty NO. or % of Time	
	ESSENTIAL FUNCTIONS: Organize and list duties and responsibilities that **MUST** be performed. List duties in one of the formats below. (1) The daily work assignments, beginning with the first duty and ending with the last duty for the day. (2) Percentage of time and show % for each (total % equals 100%). (3) Order of importance, beginning with the most important. Mark (√ or X) one format only: [ ] (1), [ ] (2), [X] (3)
	Supervises the Information Security team consisting of Information Security Administrators.
	Supervises and participates in the planning, maintenance, repair troubleshooting and reporting of security software solutions.
	Supervises and participates in the monitoring of agents on Windows, OS400, Linux systems, network devices, databases and other related programs/software.
	Supervises all security systems and software to ensure compliance with policies and procedures as well as proper and effective operations.
	Supervises and participates in troubleshooting and/or debugging issues with security
	Supervises the testing and certification of new security technologies (or new versions of existing products).
	Oversees the monitoring of system security, including event analysis, trend analysis, and compliance with Information Security procedures and policies.
	Write and maintain technical documentation including design documents, test plans, project plans, procedures, incident reports and troubleshooting guides.
	Oversees and report status of patching for servers, workstations and network devices.
	Oversee the monitoring of protocols such as Syslog and SNMP.
	Oversee the monitoring of network communications (TCP/IP, ICMP, Telnet, and others)
	Oversee scripts and batch files (VB Script, Shell, Perl and others)
	Research and recommend web technologies for updates (US/Apache, HTTP/S, Java and others)
	Report findings, issues, and recommendations to Chief Information Technology Officer.
	Perform other related duties as assigned.
	NON-ESSENTIAL OR ADDITIONAL FUNCTIONS: List duties and responsibilities not listed above that **may be** performed, as assigned.
	Work both independently and with a team to accomplish multiple tasks and projects.
	Mentor an intern
	Representative for Authority's community outreach or special projects.

III. CONTACTS: Departments, agencies and individuals you deal with during the course of your daily activities.

A. Within your department / agency. Mark (X or √) one box:

[ ] None [ ] Up to 15% of total working hours

[ ] 15 – 50% of total working hours [X] Over 50%

B. Outside your department / agency. Mark (X or √)

[ ] None [ ] Up to 15% of total working hours

[X] 15 – 50% of total working hours [ ] Over 50%

IV. SUPERVISION RECEIVED: How closely is the employee's/jobholder's work reviewed by the direct supervisor? Mark (X or √) one correct response.

[ ]	Detailed and specific instructions / procedures received or followed for each assignment.
[ ]	General Supervision – Routine duties are performed with minimal supervision. Standard practices or procedures allow employee to function alone at routine work. Supervisor makes occasional check of work while in progress. Work is reviewed upon completion.
[x]	Direction – Receives guidance about general objectives in most of the tasks and projects assigned; determines methods, work sequence, scheduling and how to achieve objectives of assignments; operates within policy guidelines. (Generally applicable to skilled professionals, supervisors and managers.)
[ ]	General Direction – Receives very general guidance about overall objectives; work is usually quite independent of others; operates within division or department policy guidelines, using independent judgment in achieving assigned objectives. (Generally applicable to managers / administrators in large and complex organizations and to department / agency heads and their first assistants.)

V. SUPERVISION EXERCISED: The employee/jobholder supervises other employees. List the number of employees supervised, their position titles, and a brief description of their responsibilities.

Number Supervised	Position Title	Description of Responsibilities
2	Network Systems Administrator	

VI. EQUIPMENT: List the equipment (pickup truck, welder, crane, etc.), office machines (word processor, calculator, copying machine, etc.), or any other machines, tools or devices that are used on a regular and continuing basis. Show what percentage of the regular workday is spent using each.

TOOLS / EQUIPMENT	PERCENT (%) OF TIME FOR EACH
Personal Computer	100%
Laptop	

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VII. JOB REQUIREMENTS

[ ] Mark (√ or X) here if jobholder is unable to complete this section. The direct supervisor will then complete this section for the jobholder.

A. MINIMUM QUALIFICATION REQUIREMENTS: List the minimum experience and training a qualified applicant must have before employment.

1. WORK EXPERIENCE: List the general, specialized and/or supervisory / management work experience needed and how much (in months and/or years). If none, mark (√ or X) "No work experience required."

[ ] No work experience is required.	
General:	
Four (4) years of technical experience in information and network protection.	
Supervisor / Management:	
and one (1) year of related supervisory experience.	

If no work experience is required, list the knowledge, abilities and skills a qualified applicant needs before employment to perform the essential job functions.

2. FORMAL EDUCATION OR TRAINING:
Mark (√ or X) the **most** applicable education level required.

a. [ ] Below High School – Show Number of Years
b. [X] High School Graduation / GED
c. [ ] Vocational / Technical School

Show specific training that is required by this position.

_____

_____

_____

_____

d. [ ] Some College

Show number of [ ] Semester Hours _____ or [ ] Quarter Hours _____.

Show specific courses required by the essential functions of this job.

_____

_____

_____

_____

e. College Degree (Show major area of study required.)

[ ] Associate's : _____

[X] Bachelor's: and graduation from a recognized college or university with a Bachelor's degree in Computer Science, Computer Information Systems (CIS), Information Technology or closely related field

[ ] Master's: _____

[ ] Beyond Masters: _____

3. CRITICAL SKILLS / EXPERTISE: List specialized skills or specialization needed to perform essential functions.

4. LICENSE, REGISTRATION OR CERTIFICATION:
List possession of required license, professional registration/certification needed to perform essential functions.

B. MENTAL / VISUAL, PHYSICAL, AND ENVIRONMENTAL JOB REQUIREMENTS:

1. Mark (√ or X) the most appropriate physical requirement(s) for the job.

[X]	Sitting	The job requires the employee to sit in a comfortable position most of the time. The employee can move about.
[ ]	Sitting	Employee is required to sit for extended periods or time without being able to leave the work area.
[ ]	Sitting/Standing/Walking	The employee is required to sit, stand, walk most of the time.
[ ]	Climbing	Employee is required to climb ladders or scaffolding or to climb and work in overhead areas.
[ ]	Lifting	Employee is required to raise or lower objects from one level to another regularly.
[ ]	Pulling and/or Pushing	The job requires exerting force up to _____ pounds on a regular basis to move the object to or away from the employee.
[ ]	Carrying	The employee is required, on a regular basis, to carry objects in his or her arms or on the shoulder(s).
[ ]	Reaching	The employee is regularly required to use the hands and arms to reach for objects.
[ ]	Stooping and Crouching	The employee is regularly required to bend forward by bending at the waist or by bending legs and spine.
[ ]	Crawling	Employee is required to work in a confined space and/or to crawl and move about on his or her hands and knees.
[X]	Speaking	The job requires expressing ideas by the spoken word.
[X]	Listening	The job requires the perception of speech or the nature of sounds in the air.
[ ]	Other	Describe the requirement. _____

_____

_____

2. Mark (√ or X) the most appropriate mental / visual requirement for the job.

[ ] General Intelligence (typical requirement for machine operators, office staff, etc.)

[ ] Motor Coordination Skills (typical for automotive mechanic, painter, etc.)

[ ] Coordination of Eyes, Hands, and Feet (typical for tractor trailer driver, fire fighter, line electrician, etc.)

[X] Verbal Intelligence (typical for counselors, customer service representatives, etc.)

[X] Numerical Intelligence (typical for an accounting clerk, cargo checker, etc.)

[ ] Other:

_____

_____

_____

3. The job's most appropriate work environment and the weather exposure.

Show what percent of a typical workday is spent.
(Select one response only)

__95__ % Indoors in a comfortable temperature-controlled environment (for instance, in an office).

_____% Indoors in a non-temperature-controlled environment (such as an open garage, storerooms and warehouses, etc.)

_____% Outdoors exposed to changing weather conditions (for instance, rain, sun, wind, etc.)

___5__ % Outdoors but in an enclosed vehicle protected from extreme weather conditions.

4. Other physical working conditions

[ ] Mark (X or √) if none of the following is applicable.

Show what percent of a typical workday this position is exposed to:

_____% Air contamination (i.e., dust, fumes, smoke, toxic conditions, disagreeable odors).

_____% Vibration (i.e., operating jackhammer, impact wrench).

_____% Noise (Exposure at a level enough to cause bearing loss or fatigue).

_____% An improperly illuminated or awkward and confining work space.

_____% Working above ground level where the chance of falling exists (i.e., on ladders, rooftops, bucket trucks, scaffolding).

_____% Lifting or carrying items or objects. Describe item/object and weight:

_____

_____

_____% Heat. Describe source and degree of high temperature.

_____

_____

_____% Cold. Describe source and degree of cold temperature:

_____

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_____

_____% Other hazards. Describe:

_____

_____

5. Describe the working conditions that are irregular or unusual for the job and show frequency of exposure.

[ ] Mark (X or √) if not applicable.

CONDITION	FREQUENCY OF EXPOSURE

C. Work Schedule/Hours – Mark (√ or X) the most appropriate work schedule/hours for the job.

[X] Regular – Standard Eight (8) hours daily, Monday – Friday
[ ] Irregular – Shift work – A 24-hour work operation.
[ ] Regular / Irregular – Overtime hours with overtime pay entitlement

State Purpose and Total Hours required per pay period:

_____

_____

[ ] Regular / Irregular – Overtime hours without overtime pay entitlement

State Purpose and Total Hours required per pay period:

_____

_____

The information given on this position is complete and correct.

_____ _____

Signature of Employee Date

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

VIII. SUPERVISOR'S REVIEW

IMPORTANT: This Block To Be Filled Out Only By The Direct Supervisor

a. (1) Has the employee correctly stated his or her official payroll position title?

[ ] Yes [ ] No

(2) If not, what is the correct title? _____

b. (1) Are the employee's statements about the duties of his/her position and the supplementary information complete and accurate?

[ ] Yes [ ] No

(2) If not, what additions, deletions or corrections should be made? (Refer to block and page)

_____

_____

_____

c. What positions under your supervision perform the same essential functions Give name and title:

Name Title

_____

_____

_____

d. Does this position require (mark one)

[ ] Immediate supervision on a regular basis,

[ ] Immediate supervision only for new/complex tasks, or

[ ] Little immediate supervision.

e. Does the employee participate in (mark those appropriate) the

[ ] Formulation, [ ] Interpretation, and/or [ ] Application of Agency/Department policy. Give examples:

_____

_____

_____

f. The employee (mark one)

[ ] Performs routine, well-defined tasks,

[X] Performs moderately complex tasks requiring moderate knowledge of Agency's/Department's work; or

[ ] Performs complex tasks requiring extensive knowledge of Agency's/Department's work.

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.

_____ _____

Signature of Immediate Supervisor Date

_____ _____

Signature of Department/Agency Head Date

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

IX.

Human Resources Office Review:

Date: _____

Reviewed by: _____ _____
Position Title Name

Classification Correct: [ ] Yes [ ] No

If not, corrective action taken: (Attach copy of review made)

Approved by: _____ _____
Personnel Services Administrator Date

Civil Service Commission Post-Audit:

Date: _____

Reviewed by: _____ _____
Position Title Name

Classification Correct: [ ] Yes [ ] No

If not, corrective action taken: (Attach copy of review made)

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POSITION DESCRIPTION QUESTIONNAIRE INSTRUCTIONS

WHO SHOULD COMPLETE THE QUESTIONNAIRE?

(1) The employee occupying the position (jobholder) completes the first six (I-VI) sections of the questionnaire.

(2) The employee completes Section VII if he/she chooses to do so. If the employee decides not to complete Section VII, mark the box provided. The direct supervisor will then complete Section VII for the employee.

(3) The direct supervisor completes Section VIII. It is to add or clarify any of the information provided by the employee/jobholder or to provide different information.

(4) The direct supervisor completes the questionnaire for vacant positions.

(5) Section IX is completed by the Human Resources Office.

(6) The completed questionnaire is subject to post-audit by the Department of Administration.

I. JOB IDENTIFICATION:

Position Title: Show the official (payroll) title only.

Official Position No.: Show the official number provided in the staffing pattern for the job. Although the employee/jobholder may change from time to time, the position number does not change. It is a position management tool.

Job Location: Show the exact location of the position within the organization.

Direct Supervisor: Show the official position title and name of supervisor or manager to whom the jobholder must report.

II. JOB DESCRIPTION:

ESSENTIAL FUNCTIONS: These are the required job duties of the position that a qualified person must perform. Under the Americans with Disability Act, the duties are performed either with or without a “reasonable accommodation.” Without one of the essential functions, the need for the job is changed.

The description of functions performed must be short, clear and correct. It should tell what is done and its purpose or why. It should not tell how it is done. The duties are specific. Do not use unclear, general statements. Do not use additional papers.

Organize and list the job functions in one of the formats selected below. Mark the format selected. The format selected is only for the purpose of organizing the description of the job. It will not determine the job’s classification and pay.

(1) Daily work assignments – proper for job functions that are repetitive and have specific work operations and procedures. List the functions beginning with the first daily work assignment and ending with the last work assignment.

(2) Percentage of time – proper for jobs that have varied functions and responsibilities. List the functions by percentage of time spent, beginning with the highest percentage. The total % should equal 100%.

(3) Order of importance – proper for job functions that provide levels of importance. List the functions beginning with the most important function and ending with the least important. All functions are performed, however.

NONESSENTIAL FUNCTIONS: Nonessential functions are tasks that are minor, or not required to the completion of the essential functions. In addition, nonessential functions are those that could be performed by other workers. The phrase, “performs related duties as assigned” is normally listed here.

III. MINIMUM QUALIFICATION REQUIREMENTS:

These are the minimum requirements needed to qualify for the job. They are necessary for satisfactory performance of the job’s essential functions. It is not to show the employee’s (jobholder’s) qualifications. They are used further in the job analysis necessary for the creation of position classification standards.

Experience – Show the type and length (months or years) of experience needed by a qualified applicant to perform the essential functions of the job.

Education – Show the formal schooling or training required for a qualified applicant to perform the essential functions of the job.

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

Revised: 05/97 Class Code _____

POSITION DESCRIPTION QUESTIONNAIRE

I. IDENTIFICATION

Official Position Title: ____INFRASTRUCTURE SUPPORT SUPERVISOR_____ Official Position No.: _____

Job Location: ____GUAM POWER AUHTORITY_____INFORMATION TECHNOLOGY_____
(Department/Agency) (Division) (Section/Unit)

Name: _____
Last First Middle Initial

Pay Grade: _____ [X] Classified [ ] Unclassified [ ] Position Vacant

Supervisor: _____ _____
(Name of Direct Supervisor) Title of Supervisor

II. DESCRIPTION OF DUTIES

Duty NO. or % of Time	
	ESSENTIAL FUNCTIONS: Organize and list duties and responsibilities that **MUST** be performed. List duties in one of the formats below. (1) The daily work assignments, beginning with the first duty and ending with the last duty for the day. (2) Percentage of time and show % for each (total % equals 100%). (3) Order of importance, beginning with the most important. Mark (√ or X) one format only: [ ] (1), [ ] (2), [X] (3)
	Supervises the Infrastructure Support team consisting of Network Administrators, System Administrators, Network Technicians, Programmer Analyst, and other related personnel.
	Design, install, update, configure and maintain server infrastructure to include blade servers, storage attached servers, standalone servers, file servers, Linux servers, network attached storage and other related equipment.
	Design, install, update, configure and maintain network infrastructure to include network switches, routers, firewalls, VPN gateways, intrusion detection systems, network monitoring devices and other related equipment.
	Monitor/improve/troubleshoot system performance and issues affecting the network and server infrastructure.
	Maintain and administer network integrity and security.
	Develop and implement policies and procedures related to infrastructure systems network and servers.
	Coordinate infrastructure operations by setting priorities and establishing goals for growth and maintenance.
	Prepare reports and recommendations on the system performance and operations to the Chief Information Technology Officer.
	Performs related duties as required.
	NON-ESSENTIAL OR ADDITIONAL FUNCTIONS: List duties and responsibilities not listed above that **may be** performed, as assigned.
	Able to work with other team members within and outside the department.
	Attend project or committee meetings.
	Able to work in a collaborative environment.

III. CONTACTS: Departments, agencies and individuals you deal with during the course of your daily activities.

A. Within your department / agency. Mark (X or √) one box: [ ] None [ ] Up to 15% of total working hours [ ] 15 – 50% of total working hours [X] Over 50%
B. Outside your department / agency. Mark (X or √) [ ] None [ ] Up to 15% of total working hours [X] 15 – 50% of total working hours [ ] Over 50%

IV. SUPERVISION RECEIVED: How closely is the employee's/jobholder's work reviewed by the direct supervisor? Mark (X or √) one correct response.

[ ]	Detailed and specific instructions / procedures received or followed for each assignment.
[ ]	General Supervision – Routine duties are performed with minimal supervision. Standard practices or procedures allow employee to function alone at routine work. Supervisor makes occasional check of work while in progress. Work is reviewed upon completion.
[x]	Direction – Receives guidance about general objectives in most of the tasks and projects assigned; determines methods, work sequence, scheduling and how to achieve objectives of assignments; operates within policy guidelines. (Generally applicable to skilled professionals, supervisors and managers.)
[ ]	General Direction – Receives very general guidance about overall objectives; work is usually quite independent of others; operates within division or department policy guidelines, using independent judgment in achieving assigned objectives. (Generally applicable to managers / administrators in large and complex organizations and to department / agency heads and their first assistants.)

V. SUPERVISION EXERCISED: The employee/jobholder supervises other employees. List the number of employees supervised, their position titles, and a brief description of their responsibilities.

Number Supervised	Position Title	Description of Responsibilities
2	Network Systems Administrator	
2	System Administrator	
2	Network Technician	

VI. EQUIPMENT: List the equipment (pickup truck, welder, crane, etc.), office machines (word processor, calculator, copying machine, etc.), or any other machines, tools or devices that are used on a regular and continuing basis. Show what percentage of the regular workday is spent using each.

TOOLS / EQUIPMENT	PERCENT (%) OF TIME FOR EACH
Personal Computer	100%
Laptop	

VII. JOB REQUIREMENTS

[ ] Mark (√ or X) here if jobholder is unable to complete this section. The direct supervisor will then complete this section for the jobholder.

A. MINIMUM QUALIFICATION REQUIREMENTS: List the minimum experience and training a qualified applicant must have before employment.

1. WORK EXPERIENCE: List the general, specialized and/or supervisory / management work experience needed and how much (in months and/or years). If none, mark (√ or X) "No work experience required."	
[ ] No work experience is required.	
General:	
Minimum of 3 years' experience managing and maintaining an Enterprise Network	
Minimum of 3 years' experience performing System Administration	
Minimum of 3 years' experience maintaining and managing a Corporate Wireless Network	
Supervisor / Management:	
If no work experience is required, list the knowledge, abilities and skills a qualified applicant needs before employment to perform the essential job functions.	

2. FORMAL EDUCATION OR TRAINING:
Mark (√ or X) the **most** applicable education level required.

a. [ ] Below High School – Show Number of Years
b. [X] High School Graduation / GED
c. [ ] Vocational / Technical School

Show specific training that is required by this position.

d. [ ] Some College

Show number of [ ] Semester Hours _____ or [ ] Quarter Hours _____.

Show specific courses required by the essential functions of this job.

e. College Degree (Show major area of study required.)

[ ] Associate's : _____

[X] Bachelor's: Undergraduate degree in Computer Science, Customer Information Systems (CIS), Information Technology or related field_____

[ ] Master's: _____

[ ] Beyond Masters: _____

3. CRITICAL SKILLS / EXPERTISE: List specialized skills or specialization needed to perform essential functions.

4. LICENSE, REGISTRATION OR CERTIFICATION:
List possession of required license, professional registration/certification needed to perform essential functions.

B. MENTAL / VISUAL, PHYSICAL, AND ENVIRONMENTAL JOB REQUIREMENTS:

1. Mark (√ or X) the most appropriate physical requirement(s) for the job.

[X]	Sitting	The job requires the employee to sit in a comfortable position most of the time. The employee can move about.
[ ]	Sitting	Employee is required to sit for extended periods or time without being able to leave the work area.
[ ]	Sitting/Standing/Walking	The employee is required to sit, stand, walk most of the time.
[ ]	Climbing	Employee is required to climb ladders or scaffolding or to climb and work in overhead areas.
[ ]	Lifting	Employee is required to raise or lower objects from one level to another regularly.
[ ]	Pulling and/or Pushing	The job requires exerting force up to _____ pounds on a regular basis to move the object to or away from the employee.
[ ]	Carrying	The employee is required, on a regular basis, to carry objects in his or her arms or on the shoulder(s).
[ ]	Reaching	The employee is regularly required to use the hands and arms to reach for objects.
[ ]	Stooping and Crouching	The employee is regularly required to bend forward by bending at the waist or by bending legs and spine.
[ ]	Crawling	Employee is required to work in a confined space and/or to crawl and move about on his or her hands and knees.
[X]	Speaking	The job requires expressing ideas by the spoken word.
[X]	Listening	The job requires the perception of speech or the nature of sounds in the air.
[ ]	Other	Describe the requirement.

_____

_____

_____

2. Mark (√ or X) the most appropriate mental / visual requirement for the job.

[ ] General Intelligence (typical requirement for machine operators, office staff, etc.)

[ ] Motor Coordination Skills (typical for automotive mechanic, painter, etc.)

[ ] Coordination of Eyes, Hands, and Feet (typical for tractor trailer driver, fire fighter, line electrician, etc.)

[X] Verbal Intelligence (typical for counselors, customer service representatives, etc.)

[X] Numerical Intelligence (typical for an accounting clerk, cargo checker, etc.)

[ ] Other:

_____

_____

_____

3. The job's most appropriate work environment and the weather exposure.

Show what percent of a typical workday is spent.
(Select one response only)

__95__ % Indoors in a comfortable temperature-controlled environment (for instance, in an office).

_____% Indoors in a non-temperature-controlled environment (such as an open garage, storerooms and warehouses, etc.)

_____% Outdoors exposed to changing weather conditions (for instance, rain, sun, wind, etc.)

___5__ % Outdoors but in an enclosed vehicle protected from extreme weather conditions.

4. Other physical working conditions

[ ] Mark (X or √) if none of the following is applicable.

Show what percent of a typical workday this position is exposed to:

_____% Air contamination (i.e., dust, fumes, smoke, toxic conditions, disagreeable odors).

_____% Vibration (i.e., operating jackhammer, impact wrench).

_____% Noise (Exposure at a level enough to cause bearing loss or fatigue).

_____% An improperly illuminated or awkward and confining work space.

_____% Working above ground level where the chance of falling exists (i.e., on ladders, rooftops, bucket trucks, scaffolding).

_____% Lifting or carrying items or objects. Describe item/object and weight:

_____

_____

_____% Heat. Describe source and degree of high temperature.

_____

_____

_____% Cold. Describe source and degree of cold temperature:

_____

_____

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_____% Other hazards. Describe:

_____

_____

5. Describe the working conditions that are irregular or unusual for the job and show frequency of exposure.

[ ] Mark (X or √) if not applicable.

CONDITION	FREQUENCY OF EXPOSURE

C. Work Schedule/Hours – Mark (√ or X) the most appropriate work schedule/hours for the job.

[X] Regular – Standard Eight (8) hours daily, Monday – Friday
[ ] Irregular – Shift work – A 24-hour work operation.
[ ] Regular / Irregular – Overtime hours with overtime pay entitlement

State Purpose and Total Hours required per pay period:

_____

_____

[ ] Regular / Irregular – Overtime hours without overtime pay entitlement

State Purpose and Total Hours required per pay period:

_____

_____

The information given on this position is complete and correct.

_____ _____

Signature of Employee Date

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

VIII. SUPERVISOR'S REVIEW

IMPORTANT: This Block To Be Filled Out Only By The Direct Supervisor

a. (1) Has the employee correctly stated his or her official payroll position title?

[ ] Yes [ ] No

(2) If not, what is the correct title? _____

b. (1) Are the employee's statements about the duties of his/her position and the supplementary information complete and accurate?

[ ] Yes [ ] No

(2) If not, what additions, deletions or corrections should be made? (Refer to block and page)

_____

_____

_____

c. What positions under your supervision perform the same essential functions Give name and title:

Name Title

_____

_____

_____

d. Does this position require (mark one)

[ ] Immediate supervision on a regular basis,

[ ] Immediate supervision only for new/complex tasks, or

[ ] Little immediate supervision.

e. Does the employee participate in (mark those appropriate) the

[ ] Formulation, [ ] Interpretation, and/or [ ] Application of Agency/Department policy. Give examples:

_____

_____

_____

f. The employee (mark one)

[ ] Performs routine, well-defined tasks,

[X] Performs moderately complex tasks requiring moderate knowledge of Agency's/Department's work; or

[ ] Performs complex tasks requiring extensive knowledge of Agency's/Department's work.

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.

_____ _____

Signature of Immediate Supervisor Date

_____ _____

Signature of Department/Agency Head Date

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

IX.

Human Resources Office Review:

Date: _____

Reviewed by: _____ _____
Position Title Name

Classification Correct: [ ] Yes [ ] No

If not, corrective action taken: (Attach copy of review made)

Approved by: _____ _____
Personnel Services Administrator Date

Civil Service Commission Post-Audit:

Date: _____

Reviewed by: _____ _____
Position Title Name

Classification Correct: [ ] Yes [ ] No

If not, corrective action taken: (Attach copy of review made)

DocuSign Envelope ID: F1A1EC52-74D3-4909-AC0A-AA83E09FB7EC

POSITION DESCRIPTION QUESTIONNAIRE INSTRUCTIONS

WHO SHOULD COMPLETE THE QUESTIONNAIRE?

(1) The employee occupying the position (jobholder) completes the first six (I-VI) sections of the questionnaire.

(2) The employee completes Section VII if he/she chooses to do so. If the employee decides not to complete Section VII, mark the box provided. The direct supervisor will then complete Section VII for the employee.

(3) The direct supervisor completes Section VIII. It is to add or clarify any of the information provided by the employee/jobholder or to provide different information.

(4) The direct supervisor completes the questionnaire for vacant positions.

(5) Section IX is completed by the Human Resources Office.

(6) The completed questionnaire is subject to post-audit by the Department of Administration.

I. JOB IDENTIFICATION:

Position Title: Show the official (payroll) title only.

Official Position No.: Show the official number provided in the staffing pattern for the job. Although the employee/jobholder may change from time to time, the position number does not change. It is a position management tool.

Job Location: Show the exact location of the position within the organization.

Direct Supervisor: Show the official position title and name of supervisor or manager to whom the jobholder must report.

II. JOB DESCRIPTION:

ESSENTIAL FUNCTIONS: These are the required job duties of the position that a qualified person must perform. Under the Americans with Disability Act, the duties are performed either with or without a “reasonable accommodation.” Without one of the essential functions, the need for the job is changed.

The description of functions performed must be short, clear and correct. It should tell what is done and its purpose or why. It should not tell how it is done. The duties are specific. Do not use unclear, general statements. Do not use additional papers.

Organize and list the job functions in one of the formats selected below. Mark the format selected. The format selected is only for the purpose of organizing the description of the job. It will not determine the job’s classification and pay.

(1) Daily work assignments – proper for job functions that are repetitive and have specific work operations and procedures. List the functions beginning with the first daily work assignment and ending with the last work assignment.

(2) Percentage of time – proper for jobs that have varied functions and responsibilities. List the functions by percentage of time spent, beginning with the highest percentage. The total % should equal 100%.

(3) Order of importance – proper for job functions that provide levels of importance. List the functions beginning with the most important function and ending with the least important. All functions are performed, however.

NONESSENTIAL FUNCTIONS: Nonessential functions are tasks that are minor, or not required to the completion of the essential functions. In addition, nonessential functions are those that could be performed by other workers. The phrase, “performs related duties as assigned” is normally listed here.

III. MINIMUM QUALIFICATION REQUIREMENTS:

These are the minimum requirements needed to qualify for the job. They are necessary for satisfactory performance of the job’s essential functions. It is not to show the employee’s (jobholder’s) qualifications. They are used further in the job analysis necessary for the creation of position classification standards.

Experience – Show the type and length (months or years) of experience needed by a qualified applicant to perform the essential functions of the job.

Education – Show the formal schooling or training required for a qualified applicant to perform the essential functions of the job.

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Revised: 05/97 Class Code _____

POSITION DESCRIPTION QUESTIONNAIRE

I. IDENTIFICATION

Official Position Title: _____APPLICATION SUPPORT SUPERVISOR_____ Official Position No.: _____

Job Location: ____GUAM POWER AUTHORITY_____INFORMATION TECHNOLOGY_____
(Department/Agency) (Division) (Section/Unit)

Name: _____
Last First Middle Initial

Pay Grade: _____ [X] Classified [ ] Unclassified [ ] Position Vacant

Supervisor: _____ _____
(Name of Direct Supervisor) Title of Supervisor

II. DESCRIPTION OF DUTIES

Duty NO. or % of Time	
	ESSENTIAL FUNCTIONS: Organize and list duties and responsibilities that **MUST** be performed. List duties in one of the formats below. (1) The daily work assignments, beginning with the first duty and ending with the last duty for the day. (2) Percentage of time and show % for each (total % equals 100%). (3) Order of importance, beginning with the most important. Mark (√ or X) one format only: [ ] (1), [ ] (2), [X] (3)
	Supervises the Application Support team consisting of Database Administrator(s), Programmer(s), Programmer Analyst(s), Business Analyst(s) and other related personnel.
	Plans and assess business processes requirements and analyzes the structure and flow of the business to identify possible application solutions.
	Develops, implements and upgrade system applications and database software, by assessing transaction processing and database production options.
	Supervises the technical support and problem resolution related to business application software systems.
	Supervises the creation, development and monitoring of protocols and procedures for software usage.
	Maintains database results by setting and enforcing standards and controls.
	Administer database expansion by studying plans and requirements; advising Chief Information Technology Officer; coordinating design and programming of such applications and databases.
	Plan and schedule application and database performance by troubleshooting problems.
	Supervise the maintain and administration of platform upgrades and improvements.
	Develop and implement policies, procedures and controls related to the proper operation of applications and databases.
	Prepare reports and recommendations on the system performance and problems to the Chief Information Technology Officer.
	Performs related duties as required.
	NON-ESSENTIAL OR ADDITIONAL FUNCTIONS: List duties and responsibilities not listed above that **may be** performed, as assigned.
	Able to work with other team members within and outside the department.
	Attend project or committee meetings.
	Able to work in a collaborative environment.

III. CONTACTS: Departments, agencies and individuals you deal with during the course of your daily activities.

A. Within your department / agency. Mark (X or √) one box:

[ ] None [ ] Up to 15% of total working hours

[ ] 15 – 50% of total working hours [X] Over 50%

B. Outside your department / agency. Mark (X or √)

[ ] None [ ] Up to 15% of total working hours

[X] 15 – 50% of total working hours [ ] Over 50%

IV. SUPERVISION RECEIVED: How closely is the employee's/jobholder's work reviewed by the direct supervisor? Mark (X or √) one correct response.

[ ]	Detailed and specific instructions / procedures received or followed for each assignment.
[ ]	General Supervision – Routine duties are performed with minimal supervision. Standard practices or procedures allow employee to function alone at routine work. Supervisor makes occasional check of work while in progress. Work is reviewed upon completion.
[x]	Direction – Receives guidance about general objectives in most of the tasks and projects assigned; determines methods, work sequence, scheduling and how to achieve objectives of assignments; operates within policy guidelines. (Generally applicable to skilled professionals, supervisors and managers.)
[ ]	General Direction – Receives very general guidance about overall objectives; work is usually quite independent of others; operates within division or department policy guidelines, using independent judgment in achieving assigned objectives. (Generally applicable to managers / administrators in large and complex organizations and to department / agency heads and their first assistants.)

V. SUPERVISION EXERCISED: The employee/jobholder supervises other employees. List the number of employees supervised, their position titles, and a brief description of their responsibilities.

Number Supervised	Position Title	Description of Responsibilities
2	Database Administrator	
2	Programmer Analyst II	
1	Business Analyst	

VI. EQUIPMENT: List the equipment (pickup truck, welder, crane, etc.), office machines (word processor, calculator, copying machine, etc.), or any other machines, tools or devices that are used on a regular and continuing basis. Show what percentage of the regular workday is spent using each.

TOOLS / EQUIPMENT	PERCENT (%) OF TIME FOR EACH
Personal Computer	100%
Laptop	

VII. JOB REQUIREMENTS

[ ] Mark (√ or X) here if jobholder is unable to complete this section. The direct supervisor will then complete this section for the jobholder.

A. MINIMUM QUALIFICATION REQUIREMENTS: List the minimum experience and training a qualified applicant must have before employment.

1. WORK EXPERIENCE: List the general, specialized and/or supervisory / management work experience needed and how much (in months and/or years). If none, mark (√ or X) "No work experience required."	
[ ] No work experience is required.	
General:	
Minimum of 5 years' experience managing and maintaining an Enterprise Customer Information System (CIS) and/or Enterprise Resource Planning (ERP) system.	
Minimum of 5 years' experience performing Database Administrator duties for various databases such as MSQL, DB2 and Oracle DB	
Minimum of 5 years' experience working with application maintenance and support.	
Supervisor / Management:	
If no work experience is required, list the knowledge, abilities and skills a qualified applicant needs before employment to perform the essential job functions.	

2. FORMAL EDUCATION OR TRAINING:
Mark (√ or X) the **most** applicable education level required.

a. [ ] Below High School – Show Number of Years
b. [X] High School Graduation / GED
c. [ ] Vocational / Technical School

Show specific training that is required by this position.

_____

_____

_____

_____

d. [ ] Some College

Show number of [ ] Semester Hours _____ or [ ] Quarter Hours _____.

Show specific courses required by the essential functions of this job.

_____

_____

_____

_____

e. College Degree (Show major area of study required.)

[ ] Associate's : _____

[X] Bachelor's: Undergraduate degree in Computer Science, Customer Information Systems (CIS), Information Technology or related field_____

[ ] Master's: _____

[ ] Beyond Masters: _____

3. CRITICAL SKILLS / EXPERTISE: List specialized skills or specialization needed to perform essential functions.

4. LICENSE, REGISTRATION OR CERTIFICATION:
List possession of required license, professional registration/certification needed to perform essential functions.

B. MENTAL / VISUAL, PHYSICAL, AND ENVIRONMENTAL JOB REQUIREMENTS:

1. Mark (√ or X) the most appropriate physical requirement(s) for the job.

[X]	Sitting	The job requires the employee to sit in a comfortable position most of the time. The employee can move about.
[ ]	Sitting	Employee is required to sit for extended periods or time without being able to leave the work area.
[ ]	Sitting/Standing/Walking	The employee is required to sit, stand, walk most of the time.
[ ]	Climbing	Employee is required to climb ladders or scaffolding or to climb and work in overhead areas.
[ ]	Lifting	Employee is required to raise or lower objects from one level to another regularly.
[ ]	Pulling and/or Pushing	The job requires exerting force up to _____ pounds on a regular basis to move the object to or away from the employee.
[ ]	Carrying	The employee is required, on a regular basis, to carry objects in his or her arms or on the shoulder(s).
[ ]	Reaching	The employee is regularly required to use the hands and arms to reach for objects.
[ ]	Stooping and Crouching	The employee is regularly required to bend forward by bending at the waist or by bending legs and spine.
[ ]	Crawling	Employee is required to work in a confined space and/or to crawl and move about on his or her hands and knees.
[X]	Speaking	The job requires expressing ideas by the spoken word.
[X]	Listening	The job requires the perception of speech or the nature of sounds in the air.
[ ]	Other	Describe the requirement.

_____

_____

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2. Mark (√ or X) the most appropriate mental / visual requirement for the job.

[ ] General Intelligence (typical requirement for machine operators, office staff, etc.)

[ ] Motor Coordination Skills (typical for automotive mechanic, painter, etc.)

[ ] Coordination of Eyes, Hands, and Feet (typical for tractor trailer driver, fire fighter, line electrician, etc.)

[X] Verbal Intelligence (typical for counselors, customer service representatives, etc.)

[X] Numerical Intelligence (typical for an accounting clerk, cargo checker, etc.)

[ ] Other:

_____

_____

_____

3. The job's most appropriate work environment and the weather exposure.

Show what percent of a typical workday is spent.
(Select one response only)

__95__ % Indoors in a comfortable temperature-controlled environment (for instance, in an office).

_____% Indoors in a non-temperature-controlled environment (such as an open garage, storerooms and warehouses, etc.)

_____% Outdoors exposed to changing weather conditions (for instance, rain, sun, wind, etc.)

___5__% Outdoors but in an enclosed vehicle protected from extreme weather conditions.

4. Other physical working conditions

[ ] Mark (X or √) if none of the following is applicable.

Show what percent of a typical workday this position is exposed to:

_____% Air contamination (i.e., dust, fumes, smoke, toxic conditions, disagreeable odors).

_____% Vibration (i.e., operating jackhammer, impact wrench).

_____% Noise (Exposure at a level enough to cause bearing loss or fatigue).

_____% An improperly illuminated or awkward and confining work space.

_____% Working above ground level where the chance of falling exists (i.e., on ladders, rooftops, bucket trucks, scaffolding).

_____% Lifting or carrying items or objects. Describe item/object and weight:

_____

_____

_____% Heat. Describe source and degree of high temperature.

_____

_____

_____% Cold. Describe source and degree of cold temperature:

_____

_____

_____% Other hazards. Describe:

_____

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_____

5. Describe the working conditions that are irregular or unusual for the job and show frequency of exposure.

[ ] Mark (X or √) if not applicable.

CONDITION **FREQUENCY OF EXPOSURE**

C. Work Schedule/Hours – Mark (√ or X) the most appropriate work schedule/hours for the job.

[X] Regular – Standard Eight (8) hours daily, Monday – Friday
[ ] Irregular – Shift work – A 24-hour work operation.
[ ] Regular / Irregular – Overtime hours with overtime pay entitlement

State Purpose and Total Hours required per pay period:

_____

_____

[ ] Regular / Irregular – Overtime hours without overtime pay entitlement

State Purpose and Total Hours required per pay period:

_____

_____

The information given on this position is complete and correct.

_____ _____
Signature of Employee Date

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VIII. SUPERVISOR'S REVIEW

IMPORTANT: This Block To Be Filled Out Only By The Direct Supervisor

a. (1) Has the employee correctly stated his or her official payroll position title?

[ ] Yes [ ] No

(2) If not, what is the correct title? _____

b. (1) Are the employee's statements about the duties of his/her position and the supplementary information complete and accurate?

[ ] Yes [ ] No

(2) If not, what additions, deletions or corrections should be made? (Refer to block and page)

_____

_____

_____

c. What positions under your supervision perform the same essential functions Give name and title:

Name Title

_____

_____

_____

d. Does this position require (mark one)

[ ] Immediate supervision on a regular basis,

[ ] Immediate supervision only for new/complex tasks, or

[ ] Little immediate supervision.

e. Does the employee participate in (mark those appropriate) the

[ ] Formulation, [ ] Interpretation, and/or [ ] Application of Agency/Department policy. Give examples:

_____

_____

_____

f. The employee (mark one)

[ ] Performs routine, well-defined tasks,

[X] Performs moderately complex tasks requiring moderate knowledge of Agency's/Department's work; or

[ ] Performs complex tasks requiring extensive knowledge of Agency's/Department's work.

I certify to the accuracy of the description of duties, responsibilities and organizational relationships provided herein; further, that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes on the use of public funds. The false or misleading statement may constitute violations of such statutes or their implementing regulations.

_____ _____

Signature of Immediate Supervisor Date

_____ _____

Signature of Department/Agency Head Date

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IX.

Human Resources Office Review:

Date: _____

Reviewed by: _____ _____
Position Title Name

Classification Correct: [ ] Yes [ ] No

If not, corrective action taken: (Attach copy of review made)

Approved by: _____ _____
Personnel Services Administrator Date

Civil Service Commission Post-Audit:

Date: _____

Reviewed by: _____ _____
Position Title Name

Classification Correct: [ ] Yes [ ] No

If not, corrective action taken: (Attach copy of review made)
