

Announcement Number: 22-30

Who can apply: PUBLIC

**Open: 7/28/22
 Establishing a List**

Position Title	Program
Computer Operator Technician	ADMINISTRATION

Nature of Work

Operates and supports Catholic Social Service (CSS) computer systems and related peripheral equipment including the host computers that run CSS's administrative applications, in addition to the other operational tools, software and computer devices. Areas of responsibility include operations, report generation and distribution and back-up data. Analyzes and resolves hardware/software problems. Provides direct operational services and assistance to CSS users.

Illustrative Examples of Work (The duties listed do not cover all the duties that may be performed.)

1. Establishes and maintains CSS's computer network systems.
2. Assists in resolving computer-related issues from the program staff.
3. Analyzes and resolves hardware and or software problems as well as network issues.
4. Maintains the NAPIS database and assists in the GETCARE software. Runs report and assists program staff in balancing the two database software. Assists also in the HMIS data base system as needed but in full coordination with the Salvation Army HMIS staff.
5. Assists programs in updating their software and anti-virus installations and renewals.
6. Ensures adherence to CSS policies and requirements relating to access to and security of computer systems and operations.
7. Ensures that regular maintenances
8. Maintains and repairs computers and printers. Coordinates repairs for those requiring outsourcing to computer repair companies.
9. Installs new computers, printers and other peripheral devices.
10. Maintains a variety of documentations, including operations procedures and error logs.
11. Responsible for monitoring and maintaining power protection system (UPS) for computers and related equipment in use.
12. Maintains an inventory of computer supplies and issues them out as requisition. Submits requisition to replace the supplies.



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13. Receives calls from vendors and coordinates any computer purchase or repair inquiries.
14. Provides training to staff as needed to efficiently operate and maintain their computer equipment.
15. Ensures that computer and information security measures are adhered to.
16. Attends training to update technology skills on a regular basis.
17. Performs daily backups and assists in recovery efforts of the data as needed.
18. Performs other duties responsibilities as assigned.

Required Minimum Experience and Training

1. Associate's degree in computer related discipline or two years of equivalent training. Two-year experience in the computer field.
2. Knowledge of computer networking, database software, database programming.
3. Ability to operate and monitor multiple computers systems and peripheral devices concurrently.
4. Plan and schedule work priorities to meet deadlines and emergencies; analyze and resolve hardware and software problems; provide own transportation when servicing group homes and shelters.

Work Environment and Physical Requirements

Extended standing and walking, lifting of paper and equipment (30-50 pounds).
Works with electronic, electrical and mechanical equipment.

Special Requirements

1. Valid Guam Driver's License
2. Must pass a mandatory Drug Test

REQUIRED DOCUMENTS: To validate credentials you may claim (e.g. High School Diploma, /College Transcript), a copy of a certified copy of the document(s) and resume must accompany the application. Failure to provide proof may result in a determination of not meeting required education and/or experience. If selected, you will be required to submit a recent Police, Traffic and Court Clearance and submit to and pass a drug test.

For more information, please contact Ms. Linda Del Rosario, Personnel Officer at 635-1412.

DIANA B. CALVO
Executive Director

Catholic Social Services does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, gender identity, marital status, disability and genetic information, age, membership in an employee organization, or other non-merit factor.