Guam Memorial Hospital Authority
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January 27, 2017

Senator Regine Biscoe Lee
Legislative Secretary
Thirty-fourth (34th) Guam Legislature
Suite 101
155 Hesler Place
Hagatna, Guam 969610

Speaker Benjamin J.F. Cruz

FEB 0 2 2017
Time: 3:15 [ ] AM [ ] PM File No.
Received By:
GL# 34-17-157

SUBJECT: Creation of New Positions
RE: Hospital Clinical /Systems Support
and Hospital IT Support Series of Positions

Buenas yan Hafa Adai! In compliance with Title 4 GCA, Chapter 6, §6303, the Guam Memorial Hospital Authority hereby submits the class specifications of the referenced positions for file.

PETERJOHN D. CAMACHO, MPH

2017 FEB -2 PM 3:29

Attachments

Office of the People
Senator Régine Biscoe Lee
Legislative Secretary
Date/Time: Feb 2, 2017 3:15pm
Initials:

0157

HOSPITAL CLINICAL/SYSTEMS SUPPORT SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This position administers complex hospital clinical technology systems or specialized hospital information technology systems.

An employee in this class will be responsible for the supervision of staff as assigned to assist in the administration of the Hospital's clinical technology or other specialized hospital information technology systems; and for administering IT directives that encompass the development, deployment, maintenance and management of Hospital-wide Clinical IT; or other specialized hospital information systems in order to facilitate accurate and efficient standards compliant to direct and indirect patient care in a hospital computing environment.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).

Administer the Clinical Information Systems and Applications; or the Revenue Cycle Management and Financial Information Systems and Applications used throughout the hospital and serves as liaison between vendors and the hospital.

Assist Clinical or Operation's areas in the use of information systems for the advancement of accuracy, efficiency and compliance of direct patient care.

Manage Tier III Level of technical support in the areas of systems administration, technical, and management support and design; network security and infrastructure, user access and security; Change and Patch management; quality assurance; Disaster recovery and Business Continuity Management; regulatory compliance, risk management, and maintenance of information systems and technologies in a hospital computing environment.

Plan and establish system requirements and design specifics; participates in planning, directing and coordinating project activities which include the evaluation, deployment and management of current and future hospital IT systems across the organization.

Manage and conduct Risk Management safeguards and controls to ensure maximum and effective systems security of all Hospital Information Systems that store, process or transmit healthcare information.

Manage the security design, implementation, and maintenance of enterprise network testing by working with system engineers to design the test network, manage and configure firewalls and VPNs, support virtual evaluations; and assist in the design and development of integrated information systems interoperability.

Design, test, provision, and implement modern secure operating systems, networks, and database products for use in the hospital computing environment.

Conduct quality assurance pre-check and ensure equipment meets standard preset installation package.

Coordinate and communicate system procedural implementation to end users, coordinators, specialty managers and work teams and serves as liaison between users, vendor and IT Department.

Oversee the maintenance of hospital physical servers and coordinates problem resolution with IT staff.

Define, capture, analyze, archive and maintain hospital-wide master database files and patient information data. Provides end-user access to data extracts through custom query reporting method, data download, files transfer, Electronic File Transfer (EFT) and submission, transaction code set, Electronic Data Interface (EDI) standards used for electronic medical claims processing and remittance advice with contracted third party payers.

Manage and perform backup strategies to ensure complete hospital information systems and technology daily backups.

Manage and resolve system and application problems with end users by identifying issues and or source of program errors.

Maintain user's compliance of information security policies and procedures, and technical systems for confidentiality, integrity and availability of all organizational healthcare information systems in accordance with HIPAA Security and Joint Commission.

Conduct physical and electronic security audits.

Determine and recommend improvements of standards and implements changes. Develops and maintains relationships with system vendors.

Manage the installation of new clinical and technical support systems and releases; coordinates efforts to detect and correct system problems with newly installed application and updates between IT staff, functional end users and third party vendors.

Manage IT component of the RIS and LIS teams to insure interfaces and data flow required are functioning properly.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the functions and capabilities of hospital and healthcare information technology processing.

Knowledge of the standard principles, methods, practices, techniques of information technology such as information systems planning, database design, programming and systems implementation.

Knowledge of VPN, Network Protocols, Management, Wiring and Hardware; and wireless Technology and Access Control Systems.

Knowledge of electronic communications and encryption protocols and compliance.

Knowledge of Windows Operating Systems, Windows and desktop software applications and support, Patch Management, and end-user compliance and controls.

Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.

Knowledge of the principles and practices of computing programming, system analysis, and design.

Knowledge of computer hardware and software systems.

Knowledge of Wide Area Network (WAN) development enterprise and/or Voice Over Internet Protocol (VOIP) system development.

Ability to think logically and pay close attention to details.

Ability to make decisions in accordance with appropriate guidelines.

Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.

Ability to ensure data integrity and apply system security and control standards.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skilled in planning and project management.

Skilled in analytical and critical thinking, in conjunction with route technical user support and resolution methods.

Skilled in supervision, planning, and project management.

Skilled in working with complex systems design, management, maintenance and configuration scenarios to ensure maximum efficiency, effectiveness, productivity and regulatory compliance.

MINIMUM EXPERIENCE AND TRAINING:

A) Four (4) years of progressively responsible experience in administering hospital information technology and clinical systems; and graduation from a recognized college or university with a Master's degree in Computer Science, Information Science, or related fields.
B) Three (3) years of progressively responsible experience in administering information and technology systems; or experience in information systems support, systems analysis, systems

design, and systems management ; two (2) years of supervisory or leadership experience; and graduation from a recognized college or university with a Bachelor's degree in Computer Science, Information Science, or related field.

HAY EVALUATION:

EI3	264
E3 (38%)	100
E2C	115
	479

PAY GRADE-O

Eloy S. Lizama
Chairman, Board of Trustees

1/19/17
Date

HOSPITAL CLINICAL/SYSTEMS SUPPORT SPECIALIST III

NATURE OF WORK IN THIS CLASS:

This position provides complex/advanced technical lead support of hospital Clinical Systems or other specialized hospital Information Systems.

An employee at this level will provide support that encompasses the development, deployment, maintenance and management of Hospital wide Clinical IT systems and other specialized hospital Information Systems to facilitate accurate, efficient and standards compliant to direct and indirect patient care in a Hospital Computing Environment.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).

Facilitate the installation, implementation, support and administration of Clinical Information Systems and Applications or other specialized Hospital Information Systems.

Serve as project leader to plan and execute major Hospital Network Infrastructure upgrades, installations and configurations of hardware, software, network client workstations and peripherals.

Provide Tier III level technical support in the repair, configuration, software installation, problem determination and resolution, testing and provisioning of all personal computers and peripherals connected to the Hospital Wide Information System.

Participate with the design, development and implementation of solutions to system needs; communicate systems needs in a timely manner to appropriate staff.

Respond to and monitor service requests, analyze, diagnose, troubleshoot and coordinate resolution of clinical environment to resolve technical issues.

Organize and lead multiple projects and priorities within specified timelines.

Train Personnel on all Clinical Information Systems & Applications utilized by the Information Technology Department ; and serves as a direct liaison between IT and departments for project consultation, training, patch updates, testing environments.

Participate in strategic and operational planning to achieve hospital goals and coordinate the evaluations, deployment and management of current and future information technology systems across the organization.

Develop education and training materials for use by customers and end-users. Monitor, evaluate and record training activities and program effectiveness through exams and competency skill test.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of computers and electronics.

Knowledge of the functions and capabilities of Hospital Clinical Information Systems or other specialized Healthcare Information Technology Systems and processes.

Knowledge of the principles, practices and techniques of computer programming, systems support, systems analysis and help desk support.

Knowledge of transmission, broadcasting, switching, control and operation of telecommunications systems.

Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.

Ability to manage time, organize processes and maintain documentation.

Ability to analyze and evaluate technical systems failures and find solutions.

Ability to perform risk management assessment and provide solutions, safeguards, and control.

Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to interpret and apply pertinent laws, regulations and other program guidelines.

Ability to ensure data integrity; apply systems security and control standards and methodologies.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skilled in systems design, systems support, application development, and system implementation in a healthcare computing environment.

Skilled in working with complex systems design, management, maintenance, and configuration scenarios, to ensure maximum efficiency, effectiveness, productivity and regulatory compliancy.

MINIMUM EXPERIENCE AND TRAINING:

A) Three (3) years of progressively responsible experience in Hospital Information Clinical Systems and technology; or experience in specialized technical support, help desk support, and systems management; and graduation from a recognized college or university with a bachelor's degree in Computer Science, Information Science, or related field; or

B) Any equivalent combination of experience and training beyond the bachelor's degree which provides the minimum knowledge, abilities and skills.

Hay Evaluation:

EI2	200
E3 (33%)	66
EIC	76
	342

PAY GRADE - M

Eloy S. Lizama
Chairman, Board of Trustees

1/19/17
Date

HOSPITAL CLINICAL/SYSTEMS SUPPORT SPECIALIST II

NATURE OF WORK IN THIS CLASS:

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

An employee at this level will provide Tier III level specialized technical support and services for Hospital Information Systems that include the Revenue Cycle Management Application Suite; General Financial Application Support; Hospital Client/Server applications; website management and Clinical Systems all in a hospital computing environment.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).

Provides specialized technical support and services for hospital Information Systems that include, healthcare advanced technologies and methodologies, Revenue Cycle Management Application Suite, General Financial Application Support, Hospital Client/Server applications, Website Management, Hospital Network Infrastructure, Data Warehouse Server, Email Communications, Electronic and digital Security, Network Filtering Services, Spam and Website Content Management, and Central Repository and workflow applications to more than S00 Hospital end users and Business Associates.

Provide access level authorization to GMHA email users and maintain enrollment log

Configure, monitor, and problem isolation and resolution to all Document Management technologies, Scan to Desktop technologies, and Network wide shared resources

Analyze, evaluate, diagnoses, and find solutions to problems related to the operating systems, hospital information systems, System Servers, Information Systems, Security Appliances, and technologies in a healthcare environment.

Install, maintains, and troubleshoots Hospital Local Area Network, VPN Tunnels, Wireless Repeaters, Security Appliances, to include network drops, termination points, and configurations of network devices and workstations.

Develop, implement, test, and maintain server level disaster recovery processes and procedures

Conduct Network administration maintenance daily, monthly, and yearly maintenance tasking as established by network wide policies and procedures.

May provide training to less experienced support technicians and IT specialists in system administration, system monitoring and reporting, system security access and controls.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of computers and electronics.

Knowledge of the functions and capabilities of Hospital Clinical Information Systems or other specialized Healthcare Information Technology Systems and processes.

Knowledge of the principles, practices and techniques of computer programming, systems support, systems analysis and help desk support.

Knowledge of transmission, broadcasting, switching, control and operation of telecommunications systems.

Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.

Ability to manage time, organize processes and maintain documentation.

Ability to analyze and evaluate technical systems failures and find solutions.

Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to manage time, organize processes and maintain documentation.

Ability to interpret and apply pertinent laws, regulations and other program guidelines.

Ability to ensure data integrity; apply systems security and control standards and methodologies.

Abilfty to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skilled in working with complex systems design, management, maintenance, and configuration scenarios, to ensure maximum efficiency, effectiveness, productivity and regulatory compliancy.

MINIMUM EXPERIENCE AND TRAINING:

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

Hay Evaluation:

EI2	175
D3 (29%)	50
DIC	57
	282

Pay Grade – K

Eloy S. Lizama, Chairman, Board of Trustees

11/19/17

Date

HOSPITAL CLINICAL/SYSTEMS SUPPORT SPECIALIST I

NATURE OF WORK IN THIS CLASS:

This position provides entry-level Tier III technical support of hospital Clinical Systems and Applications or other specialized hospital Information Systems.

An employee at this level will perform basic system administration duties on critical IT systems, applications and other servers including installing, repairing, maintaining, upgrading and providing general support in a hospital computing environment.

LLUSTRATIVE 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).**

Evaluate, test, and deploy all software and hardware upgrades to server infrastructure.

Provide monthly, semi-annually, and yearly custom reports for Patient Revenue, General Financial, Clinical, and Ancillary departments as needed.

Perform software and hardware installation on desktop computers as guided by established default software load packages and procedures.

Monitor servers, applications and services on a proactive basis using a combination of tools to ensure high availability and Service Level Agreements.

Perform regular and on-demand mission critical server system backups and recoveries.

Assist in developing, implementing, testing and maintaining server level disaster recovery plans.

Assist upper level Support Specialists in day to day application and training support as needed.

Collect and review systems data for capacity and planning purposes.

Work closely with the MIS team to provide end-user support and issue resolution.

Assist with in the research, and evaluate and recommend system technologies to support business needs and requirements.

Provide entry level day-to-day application support on the GMH Revenue Cycle Management Application Suite or clinical systems and applications.

Create and maintain documentation for all application server systems processes and procedures.

Assist with the coordination, support, and goals of the GMHA Administrative, Fiscal, and Operations and Clinical division technological advancements, compliance, and objectives.

Maintain network administration, domain user creation and permissions logs and remote user configuration permission logs.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of computers and electronics.

Knowledge of the functions and capabilities of Information Technology (IT)Systems or other specialized Healthcare Information Technology Systems and processes.

Knowledge of the principles, practices and techniques of computer programming, systems support, systems analysis and help desk support.

Ability to analyze and evaluate technical systems failures and find solutions.

Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to interpret and apply pertinent laws, regulations and other program guidelines.

Ability to ensure data integrity; apply systems security and control standards and methodologies.

Ability to prepare technical reports, standard operating procedures, user documentation and technical reference manuals.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Skilled in systems design, systems support and system implementation in a computing environment.

MINIMUM EXPERIENCE AND TRAINING:

A) Two (2) years of experience in Information Technology (IT), specialized technical support, help desk support , or systems management work; and graduation from a recognized college or university with an Associate's degree in Computer Science, Information Science, or related field; or

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

Hay Evaluation:

DI2	152
D3 (29%)	43
DIC	50
	245

Pay Grade-J

Eloy S. Lizama, Chairman, Board of Trustees

1/19/17
Date

HOSPITAL IT SUPPORT SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This position oversees the help desk of the IT department and manages the daily operational support and security of electronic data processing, the security of information and systems; and the technical support staff and services in a Hospital computing environment.

An employee in this class is responsible for overseeing the technical support services of the hospital on a twenty-four (24) hour, seven (7) days a week operation.

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).

Oversee the IT Help Desk and manage the daily operations of information systems and technologies of the hospital.

Oversee the access of secured hospital information and ensures the compliance of security policies, procedures, and technical systems.

Manage all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions.

Provide technical assistance and support related to computer systems, hardware, or software. Respond to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

Oversee the installation; configuration and testing of all virtual think client stations, personal computers and peripherals, network workstations and scanning devices.

Conducts quality assurance pre-check and ensures equipment meets standard preset installation package requirements.

Oversee the maintenance and monitors all hospital physical servers.

Assists in the maintenance of and ensures the Hospital-wide Master Database and Patient Information Data is defined, captured, analyzed, reported, stored, secured and archived with accuracy and confidentiality.

Assists end-users by providing access to data extracts through custom query reporting method, data download, files transfer, electronic files transferring (EFT) and submission, transaction code set, electronic data interface (EDI) standards used for electronic medical claims processing and remittance advice with contracted third party payers.

Oversee and perform backup strategies to ensure complete hospital information system and technology daily backups are performed. Monitors Disaster Recovery and reports issues as arises.

Oversee the hospital and third party applications and Access Key System user profiles for end-user security and specific authorization levels.

Prepare and maintains technical reports, standard operating procedures, user documentation procedures and technical reference manuals.

Assist in the conduct of assessments of risks associated with IT investments and in the coordination and development of risk management of hospital information systems, databases, technologies and the development of corrective action plans to mitigate against all risks.

Oversee the assessment of the inventory of all computer and network equipment, software subscriptions and unusable equipment.

Monitor, maintain and troubleshoots Clinical Applications and Systems and technical support systems to ensure optimum system availability and reliability.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of electronic data processing.

Knowledge of computer operating capabilities.

Knowledge of computer operations and techniques.

Knowledge of the functions and capabilities of hospital and healthcare information technology processing.

Knowledge of HIPAA, the Privacy Act and Joint Commission regulations.

Ability to administer electronic data processing systems and activities.

Ability to supervise the work of others.

Ability to make decision in accordance with appropriate program guidelines.

Ability to identify and correct computer and peripheral failures and find solutions.

Ability to evaluate systems and processes, and recommend cost savings electronic data processing techniques to improve program effectiveness.

Ability to ensure integrity of data and apply systems security and control standards.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to prepare reports.

Skilled in the operation of computer and peripheral data processing equipment.

Skilled in planning and project management.

Skilled in PC repair, Windows Operating Systems, Office Suites, to include the use of diagnostic tools, standard repair methods and procedures.

MINIMUM EXPERIENCE AND TRAINING:

A) Three (3) years of progressively responsible experience in Hospital Information Systems and technology, help desk support, assisting in systems management or systems administration, with two years of supervisory experience, and/or graduation from a recognized college or university with an Associate's degree in Information Technology, Management Information Systems or related field; or

B) Two (2) years of experience in Hospital Information Systems and technology, help desk support, assisting in systems management or systems administration; three (3) years of supervisor experience; and graduation from a recognized college or university with and Associate's degree in Information Technology, Management Information Systems or related field.

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

Hay Evaluation:

EI3	200
D3 (33%)	66
D2C	76
	342

Pay Grade-M

Eloy S. Lizama
Chairman, Board of Trustees

1/19/17
Date

HOSPITAL IT SUPPORT TECHNICIAN II

NATURE OF WORK IN THIS CLASS:

This is moderately complex 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 and may provide lead work to other techncians.

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).

Perform, monitor, document and manage system backup strategies for clinical systems and applications or other specialized information systems and technologies, including tape libraries, archival management, off-site backup storage and retrieval management in a hospital computing environment.

Process scheduled jobs and print reports when required.

Perform Initial Program Load (IPL) to reset system storage to allow optimum performance of the AS400 computer system.

Perform end of month procedures and conducts back up files to tape cartridge.

Diagnose moderately technical issues and evaluate, assess and repair virtual stations, personal computers, dumb terminals, computer peripherals and other hardware or software connected to a hospital network or AS400 computer systems.

Install, configure and test all virtual stations, personal computers, dumb terminals and network stations.

Conduct quality assurance pre-checks and ensure equipment meets standard preset installation packages.

Assist with the installation and troubleshooting of a hospital Local Area Network, VPN Tunnels, Wireless Repeaters, Security Appliances, network drops, termination points and configurations of network devices and workstations.

Monitor and maintain the Hospital physical servers; coordinate with system technicians for problem resolution as necessary; and work as part of a team to monitor the server for 24 hour operation.

Monitor, install and maintain operating and security systems software and related equipment.

Setup laptops, projectors and IP Phones for employee training, Webex and Skype conferences.

Enable AS400 user profiles and enroll users into the Order Communications application for user of iMed and AS400 systems.

Access software updates, drivers, knowledge bases and frequently asked questions resources on the Internet to aid users in problem resolution.

Respond to hospital user requests for technical support assistance in person, via telephone or electronic media.

Conduct research on technical issues and resolves or redirect problems to appropriate technical resources.

Train users to work with new computer

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, interpret and work from blueprints, 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 computer and peripheral failures and find solutions.

Skill in the maintenance and repair of computer equipment and systems.

MINIMUM EXPERIENCE AND TRAINING:

A) Three (3) years of progressively responsible 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.

Hay Evaluation:

DI2	152
C3 (25%)	38
CIC	43
	233

Pay Grade – J

Eloy S. Lizama
Chairman, Board of Trustees

1/19/17
Date

HOSPITAL IT SUPPORT TECHNICIAN I

NATURE OF WORK IN THIS CLASS:

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.

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.

Hay Evaluation:

CI1	115
C2 (19%)	22
CNII	29
	166

Pay Grade-H

Eloy S. Lizama
Chairman, Board of Trustees
11/9/17
Date

OP-0009

HOSPITAL INFORMATION TECHNOLOGY ADMINSTRATOR

NATURE OF WORK IN THIS CLASS:

This position provides vision and leadership in developing, designing and implementing Information Technology (IT) initiatives and directs the planning, implementation and managerial oversight of Hospital IT systems in support of business operations improve upon cost effectiveness, services, quality, business development, and security of information and systems.

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).

Administer the Hospital's Management Information Systems (MIS) Department and personnel and resources in order to provide hospital-wide Information Technology management support and services. Healthcare Information Technology and Advanced Patient Care Systems support and services, Data Processing Operations and Database Management services, systems analysis and programming services. Local Area Networking and Database security services, webpage management services, and help end user services and support to more than 620 hospital end users and business associated 24 hours, 7 days a week.

Participate in hospital strategic and operational governance processes of the business organization as a member of the management team. Formulate and deploy long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies.

Lead Information Technology strategic and operational planning to achieve Hospital goals by fostering innovation, prioritizing Information Technology initiatives, and coordinating the evaluations, deployment, and management of current and future Information Technology systems across the organization. Manage Information Technology department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.

Develop and maintain an appropriate Information Technology organizational structure that supports the needs of the Hospital.

Establish Information Technology departmental goals, objectives, operating and security policies and procedures.

Act as an advocate for the Hospital's Information Technology vision via regular written and in-person communications with the organization's executives, department heads and end users.

Identify opportunities for the appropriate and cost-effective investments of financial resources in Information Technology systems and resources, including staffing, sourcing, purchasing and in-house development.

Develop, track and control the information technology annual operating and capital budgets.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of functions and capabilities of information technology processing.

Knowledge of functions and capabilities of Hospital and Health Care Information Technology processing.

Knowledge of the principles, practices and techniques of computer programming and systems analysis.

Knowledge of the principles and techniques of computer programming and systems analysis.

Knowledge of the principles, practices and techniques of HIPAA Privacy and Security.

Ability to administer electronic data processing systems and activities.

Ability to administer electronic Health Level Seven (HL7) and Protected Health Information (PHI).

Ability to evaluate systems and processes and recommend adapting to cost savings electronic data processing techniques to improve program effectiveness.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to interpret and apply pertinent laws, regulations and other program guidelines.

Ability to prepare cost estimate information for computer services.

Ability to work effectively, orally and in writing.

Skilled in systems design and data processing.

Skilled in supervision, planning, budget forecasting, project management, job scheduling, and personnel productivity.

MINIMUM EXPERIENCE AND TRAINING:

A) Four (4) years of progressively responsible experience in computer systems programming and analysis work, two years of managerial experience and graduation from a recognized college or

university with a Master's degree in Computer Science, Management Information Systems, or related field; or

B) Five (5) years of progressively responsible experience in computer systems programming and analysis work, two years of managerial experience and graduation from a recognized college or university with a Bachelor's degree in Computer Science, Management Information Systems or related field; or

C) Eight (8) years of progressively responsible experience in computer systems programming and analysis work, including two years of supervisory experience and graduation from High School or completion of a General Equivalent Diploma (GED) program.

Hay Evaluation:

E+II3	304
E4 (43%)	132
E1P	152
	588

Pay Grade: Q

Eloy S. Lizama
Chairman, Board of Trustees

1/19/17
Date

Guam Memorial Hospital Authority
Aturidåt Espetåt Mimuriåt Guåhan

850 GOV. CARLOS CAMACHO ROAD
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BOARD OF TRUSTEES
Official Resolution No. 2017-20

"RELATIVE TO THE CREATION OF NEW POSITIONS FOR THE INFORMATION SERVICES DEPARTMENT AKA "IT DEPT" AND AN AMENDMENT OF THE HOSPITAL INFORMATION TECHNOLOGY ADMINISTRATOR POSITION"

WHEREAS, the current position classifications for Information Service positions within the government of Guam do not accurately depict the functions of the "IT Dept"; and

WHEREAS, as part of the organizational redesign of the "IT Dept" for better operational efficiency and services the creation of the Hospital Clinical/Systems Support Series of Positions and the Hospital IT Support Series of Positions, and the amendment of the Hospital Information Technology Administrator position will provide for a more cohesive, efficient and more service oriented organization; and

WHEREAS, the current "IT Dept" is staffed with incumbents holding positions that are not properly classified; and

WHEREAS, the redesign of the "IT Dept" will ensure continuity of the technical support and operations area of the Hospital by appropriately aligning the department especially in light of the many new technologies that have been implemented (i.e., Cerner LAB LIS System, the Optimum Revenue Cycle Management System, the Optimum Clinical OIMED System, etc.); and

WHEREAS, with the creation of the Hospital IT Technician I and II, and the Hospital Clinical/Systems Support I, II, and III, incumbents will be reclassified into these positions provided they qualify for the positions as reallocated. The effective date of the reallocations will be upon the successful passing of a drug screen. As for the Hospital IT Support Supervisor and the Hospital Clinical/Systems Support Supervisor, these positions will be filled via the competitive process; and

WHEREAS, the provisions of §6303.1, Chapter 6, Title 4 of the Guam Code Annotated have been met and no comments from the public were received; and

WHEREAS, the HR, BOT Sub-Committee on November 29, 2016 recommended approval of the creation of the positions and the amendment of the Hospital Information Technology Administrator position; now, therefore be it

RESOLVED, that the Board of Trustees accepts the recommendation of the HR, BOT Sub-Committee and approve the creation of the ***new IT positions and the amendment of the Hospital Information Technology Administrator*** position; and, be it further

RESOLVED, that the Hospital Administrator/CEO is directed to initiate the administrative processes to bring to fruition the utilization of this position; and, be it further

RESOLVED, that the Board of Trustees Chairperson certifies and the Board of Trustees Secretary attests to the adoption of this Resolution.

Doc. No. 34GL-17-0157.

DULY AND REGULARLY ADOPTED ON THIS 19th DAY OF JANUARY 2017.

Certified by:

Eloy S. Lizama
Chairman, Board of Trustees

Attested by:

Melissa Waibel
Secretary, Board of Trustees

Guam Memorial Hospital Authority
Aturidåt Espetåt Mimuriåt Guåhan

850 GOV. CARLOS CAMACHO ROAD
OKA, TAMUNING, GUAM 96913
TEL.: (671) 647-2444 or (671) 647-2330
FAX: (671) 649-0145

FACSIMILE TRANSMITTAL SHEET

TO: **PDN, GUAM DAILY POST, GUAM BROADCAST, PACIFIC TELESTATIONS (KUAM), SORENSEN MEDIA GROUP, HIT RADIO, K-STEREO, PACIFIC NEWS CENTER**	FROM: **Elizabeth M. Claros Guam Memorial Hospital Authority Human Resources Department**
COMPANY:	DATE: **NOVEMBER 30, 2016**
FAX NUMBER:	TOTAL NO. OF PAGES INCLUDING COVER: **2**
PHONE NUMBER:	SENDER'S FAX NUMBER: **646-9215**
RE: **Public Service Announcement**	SENDER'S PHONE NUMBER: **647-2171**

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ ACTION

NOTES/COMMENTS:

Please announce the attached PSA regarding the Creations of New Positions for the Information Services Department, Guam Memorial Hospital Authority.

Thank you

Broadcast Report

Date/Time	11-30-2016	10:35:59 a.m.	Transmit Header Text	
Local ID 1	6716469215		Local Name 1	GMH HR

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
008	940	4720793	10:24:56 a.m. 11-30-2016	00:00:00	0/2	1	--	HS	FA
009	940	6716379865 Lakeside	10:24:56 a.m. 11-30-2016	00:00:28	2/2	1	EC	HS	CP21600
010	940	4773982 Gone	10:24:56 a.m. 11-30-2016	00:00:25	2/2	1	EC	HS	CP26400
011	940	6718288636	10:24:56 a.m. 11-30-2016	00:00:19	2/2	1	EC	HS	CP31200

Abbreviations:

HS: Host send	PL: Polled local	MP: Mailbox print	CP: Completed	TS: Terminated by system
HR: Host receive	PR: Polled remote	RP: Report	FA: Fail	G3: Group 3
WS: Waiting send	MS: Mailbox save	FF: Fax Forward	TU: Terminated by user	EC: Error Correct

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FAX: (671) 649-0145

PRESS RELEASE

NOVEMBER 30, 2016

CREATION OF NEW POSITIONS

PURSUANT TO §6303.1, Ch. 6, Title 4GCA

The Guam Memorial Hospital Authority is creating the following new positions:

Hospital Clinical/Systems Support Specialist Supervisor/O-1 $48,897 p/a
Hospital Clinical/Systems Support Specialist III/M-1 $40,762 p/a
Hospital Clinical/Systems Support Specialist II/K-1 $33,911p/a
Hospital Clinical/Systems Support Specialist I/J-1 $31,076 p/a
Hospital IT Support Services Supervisor/M-1 $40,762 p/a
Hospital IT Support Technician II/J-1 $31,076 p/a
Hospital IT Support Technician I/H-1 $26,520 p/a

These positions will be established in the classified service within the Information Services Department and amending the pay grade of the Hospital Information Technology Administrator position from O-1 $48,897 p/a to Q-1 $60482 p/a.

Comments may be submitted to the Human Resources Department, attention Elizabeth M. Claros, Personnel Services Administrator at liz.claros@gmha.org.

Should you have any questions, please contact the Human Resources Department at 647-2171/2409.

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The Human Resources Division provides full human resources management for departments and sections of the Guam Memorial Hospital Authority. To administer an effective and efficient personnel management program for Hospital departments and sections within the Administrative Medical and Nursing Professionals in the areas of recruitment, test development and validation, classification and compensation employee records; employee management relations and employee benefits assistance.

PERSONNEL RULES AND REGULATIONS

The purpose of these rules and regulations is to establish criteria relating to the employment and compensation of the Guam Memorial Hospital Authority (hereinafter know as the "Hospital") employees. These rules do not apply to unclassified, exempt, or contractual employees except for personnel benefits or whereas specifically stated in the policy. The Hospital is an equal opportunity employer. Discrimination against or preference for any person in recruitment, examination, appointment, training, promotion, retention, discipline, or any other aspect of personnel administration because of race, color, gender, age, national origin, political affiliation, marital status, physical disability, religion, or other non-merit factors for other than bona fide occupational qualifications is prohibited.These rules and regulations shall be administered under the general direction of the Administrator. The daily administration of personnel policies and procedures shall be the reponsibility of the Personnel Services Administrator.

- Download - the Employee Benefits Package
- Download the official online application of Employment. 835.81kb
- Click here to view an online presentation in of our hospital and the beautiful island of Guam and reason why you might want to relocate to our beautiful tropical island. If you prefer to download the file click here.

Important Public Notice

Class Standards Amendments and/or Creation

If you wish to comment in writing, please send it to Elizabeth M. Claros, Personnel Services Administrator or email to Human.Resources@gmha.org. Comments, however, must be received within 10 workdays from the date posted.

Creation of New Position:

Information Technology Dept, Creation and Amendment of New Positions - 11/30/16

Amendment of Standards:

Above Step Recruitment

If you wish to comment in writing, please send it to Elizabeth M. Claros, Personnel Services Administrator or email to Human.Resources@gmha.org. Comments, however, must be received within 10 workdays from the date posted.

Any Question or Comments please direct you email to the Human.Resources@gmha.org, or you can call (671) 647-2171 or Fax HR at (671) 646-9215.

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