

## Job Announcement

### Open Competitive Examination

To establish a list for the position of:

Position Title		Announcement Number
Information Technology Assistant (Selective Factor)		2025-07
Applications will be accepted for the period:		
Date Open:		August 26, 2025
Date Close:		September 9, 2025 (COB)
Salary		
Minimum	Grade	Annual
	H - 4 - A	\$45,860
Maximum	Grade	Annual
	H - 5 - A	\$47,722

**Position Title:** Information Technology Assistant (Selective Factor)

**Reports to:** Financial Controller

**Summary:** The Information Technology Assistant reports directly to the Financial Controller. This position is charged with the responsibility of administering the GVB Corporate website, the Guam Destination Website’s Customer Relationship Management (CRM) Software, the Content Management System (CMS), and the GVB computer network.

**Selective Factor:**

- One year of specialized experience in cyber and network security.

**Qualifications/Requirements:**

- Two years of specialized experience in networking, computer systems administration, working with Apple and Windows Operating Systems, and graduation from a recognized college or university with a Bachelor’s degree in Web Management or closely related field; or
- Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

**Essential Functions:**

This position manages and supervises professional, technical, administrative, and other support staff and contractors. Responsibility includes system administration for file, web, and e-mail servers, as well as standalones and workstations; overseeing websites and domains. Work is performed under the general supervision of the GVB General Manager, Financial Controller, and IT Administrator.

- Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Updates the operating system as required.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Provides users with network technical support.
- Maintains CRM and CMS Databases; approves postings to GVB.
- Consumer Destination Website and GVB Corporate Website.
- Responds to the needs of the CRM and CMS end users, inclusive of employees, overseas office employees, and GVB members.

- Conducts outreach and training sessions for end users, inclusive of employees, overseas office employees, and GVB members.
- Travel may be required to GVB's overseas offices to assist in training with the CRM and CMS systems.
- Remains abreast of changes in user and system software and hardware requirements.
- Monitors and administers the network, keeping system information up-to-date in a network log.
- Evaluates factors such as the number of departments serviced by data processing equipment, reporting formats required, volume of transactions, time requirements and cost constraints, and need for security and access restrictions to determine hardware configurations.
- Analyzes information to determine, recommend, and plan layout for types of computers and peripheral equipment.
- Conducts modifications to existing equipment and systems that will provide capability for the proposed project or workload, efficient operation, and effective use of allotted space.

**Knowledge, Abilities & Skills:**

- Knowledge of the principles and practices of web content management, networking, and computer troubleshooting.
- Knowledge of content management and customer relationship software management.
- Ability to develop and direct protocols for network and CRM/CMS use.
- Ability to learn and present departmental/agency program, policies, services, and operations, including its relationship to other departments and agencies.
- Ability to prepare and/or analyze, edit, and revise reporting requirements for the CRM/CMS system.
- Ability to discuss and collect data necessary to maintain GVB's global website, network, and computer systems.
- Ability to work effectively with GVB employees and membership.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain records and prepare reports.

**Key Competencies:**

1. Technical Capacity
2. Personal Effectiveness/Credibility
3. Thoroughness
4. Collaboration Skills
5. Communication Proficiency
6. Flexibility
7. Adaptation to various situations
8. Creative Thinking
9. Engagement
10. Decision Making/ Decisiveness
11. Impact / Influence

**Supervisory Responsibility:**

This position may require supervision of IT Personnel.

**Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

**Physical Demands:**

This position involves activities related to meetings, meeting functions and facilities, travel, public speaking, standing for long periods of time, and/or travel.

**Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**How to Apply:**

Interested internal and external applicants may pick up and/or submit a GVB Job Application at the address below between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding designated holidays:

**Guam Visitors Bureau**  
401 Pale San Vitores Road  
Tumon, Guam 96913

Applications will also be available online at the GVB website:  
<https://guamvisitorsbureau.com/news/employment-announcements>.

All applications must be received **by 5:00 p.m. (close of business)** on the closing date stated on the job announcement. For further information, contact the GVB Office at (671) 646-5278. Pre-employment drug testing is required.

GVB is an Equal Opportunity Employer and a Drug-Free Workplace.



**RÉGINE BISCOE LEE**  
**PRESIDENT and CEO**