



GPA RESOLUTION NO. FY2024-19

GWA RESOLUTION NO. 16-FY2024

**RELATIVE TO THE CREATION AND APPROVAL OF
POSITION CLASSIFICATION SPECIFICATION FOR**

**INFORMATION SECURITY SUPERVISOR
INFRASTRUCTURE SUPPORT SUPERVISOR
APPLICATION SUPPORT SUPERVISOR POSITIONS**

WHEREAS, under 12 G.C.A. § 14105, the Consolidated Commission on Utilities (“CCU”) has plenary authority over financial, contractual, personnel, and policy matters relative to the Guam Waterworks Authority (“GWA”); and

WHEREAS, under 12 G.C.A. § 8104, the Consolidated Commission on Utilities (“CCU”) has plenary authority over financial, contractual, personnel, and policy matters relative to the Guam Power Authority (“GPA”); and

WHEREAS, the GWA and GPA are Guam Public Corporations established and existing under the laws of Guam; and

WHEREAS, the Information Security Supervisor, Infrastructure Support Supervisor and Application Support Supervisor positions do not currently exist within GPA or GWA CTP listings. The aforementioned positions offer supervisory oversight to provide strategic direction and enhance workflow efficiency within GPA and GWA’s IT department.

WHEREAS, GWA and GPA continue to modernize operations due the evolution of the cyber security landscape over the past few years. The pandemic has accelerated digitization, necessitating the creation of new processes to achieve the Authorities goals. These changes have heightened cyber security risks, including infrastructure and application vulnerabilities. The

1 Geopolitical agendas also raise concerns about electronic warfare and cyber-attacks on Guam
2 especially affecting the Authorities with targeted attacks increasing. Additionally, the demand
3 for certified technical professionals has led to skill shortages, exacerbating these challenges.
4

5 **WHEREAS**, the Information Security Supervisor, Infrastructure Support Supervisor and
6 Application Support Supervisor positions will play a vital role to improve cybersecurity
7 measures and ensure continuity of business processes for both Utilities.
8

9 **WHEREAS**, the GWA and GPA General Managers request the CCU to approve the
10 creation of the Information Security Supervisor, Infrastructure Support Supervisor and
11 Application Support Supervisor positions in the classified status; and
12

13 **WHEREAS**, the GWA and GPA General Managers request the CCU to approve the job
14 specification standard for the Information Security Supervisor, Infrastructure Support Supervisor
15 and Application Support Supervisor positions; and
16

17 **WHEREAS**, Public Law 34-131, Section 2, §6303 (d) and (2C) authorizes the creation
18 of positions in Autonomous Agencies and Public Corporations; and
19

20 **WHEREAS**, GWA and GPA Personnel Rules and Regulations as amended by Public
21 Law 28-159 Section 3 (C) authorizes the CCU to amend, modify or add a position to the list of
22 certified, technical, and professional positions; and
23

24 **NOW BE IT THEREFORE RESOLVED**, the Consolidated Commission on Utilities,
25 as the Governing Body of the Guam Waterworks Authority and the Guam Power Authority, does
26 hereby approve and authorize the following:

- 27 1. To approve the creation of the following positions in the classified service and
28 add these positions in the Certified, Technical, and Professional (CTP) list of
29 positions:
- 30 • Information Security Supervisor
 - 31 • Infrastructure Support Supervisor

- Application Support Supervisor

2. The adoption of the proposed minimum and maximum range of compensation, in accordance with the Strategic Pay Methodology as follows:

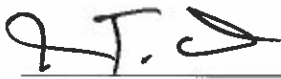
Benchmark Position	JE POINTS	2017 Implementation Ranges @ 25th Market Percentile (2022 Market data) - 5 Substep Spread							
		Structural Adjustment - MIN				Structural Adjustment - MAX			
		Base Salary	Grade	Step	Sub Step	Base Salary	Grade	Step	Sub Step
Information Security Supervisor (2022)	1002	94,606	N	7	B	98,447	N	8	B
Infrastructure Support Supervisor (2022)	995	91,823	N	6	C	95,552	N	7	C
Application Support Supervisor (2022)	995	91,823	N	6	C	95,552	N	7	C

RESOLVED, that the Chairman certified, and the Utility Board Secretary attests to the adoption of this Resolution.

DULY AND REGULARLY ADOPTED, this 26th day of March 2024.

Certified by:

Attested by:




JOSEPH T. DUENAS
Chairperson

PEDRO ROY MARTINEZ
Secretary

//

//

//

//

//

1 **SECRETARY'S CERTIFICATE**

2
3 I, Pedro Roy Martinez, Board Secretary of the Consolidated Commission on Utilities as
4 evidenced by my signature above do hereby certify as follows:
5

6 The foregoing is a full, true and accurate copy of the resolution duly adopted at a regular
7 meeting by the members of the Guam Consolidated Commission on Utilities, duly and legally
8 held at a place properly noticed and advertised at which meeting a quorum was present and the
9 members who were present voted as follows:
10

11 AYES: 5
12 NAYS: 0
13 ABSENT: 0
14 ABSTAIN: 0
15



17 ///
18
19 ///
20
21 ///
22
23 ///
24
25 ///
26
27 ///
28
29 ///
30
31 ///

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.

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: March 26, 2024



JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

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.

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: March 26, 2024



JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

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.

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.

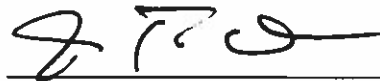
Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain records and prepare reports.

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: March 26, 2024



JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities