



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Region XIII – Caraga Region
Purok 1-A, Brgy. Doongan, Butuan City 8600
Website: www.dilg.gov.ph / Email: official@caraga.dilg.gov.ph; documents.dilg13@gmail.com

NOTICE OF VACANCY

(February 19, 2024)

Title	Information Systems Analyst (ISA) I
No. of Available Position/s	5
Status & Duration	Contract of Service (COS) June – December 2024
Salary Grade	Php27,608.00
Location of Work	DILG Provincial Offices XIII

EDUCATION AND EXPERIENCE:

- ✓ Bachelor's degree in Information Technology, Computer Science, Statistics, or equivalent
- ✓ Experience in government is not required but is a plus
- ✓ At least 4 hours of relevant training
- ✓ At least 1 year of relevant experience related to Systems Analysis and Design and Technical Support
- ✓ Strong written and oral communication is an advantage

SKILLS AND QUALIFICATION STANDARDS:

- ✓ Proficiency in conducting system analysis and design
- ✓ Advanced skills in utilizing Microsoft Office applications
- ✓ Adept at troubleshooting both software and hardware issues
- ✓ Familiarity with Applications Development is an advantage
- ✓ Skilled in the use of video editing applications

SPECIFIC FUNCTION AND DUTIES

- Provides direct assistance to the immediate supervisor in preparing complete staff work to all activities related to Local Government Unit Support Systems;
- Provide assistance in the creation of a comprehensive systems manual and video tutorials that covers all the sub-systems within LGUSS;
- Prepare official documentation, letters, presentations (includes AVPs), and other reports as required;
- Serve as a knowledgeable individual and provide training to Local Government Units (LGUs) on how to utilize LGUSS;
- Provides first-level support such as;
 - Managing incoming phone calls and emails
 - Offering fundamental technical support to all clients
 - Engaging with the end-users and collecting client data related to technical problems
 - Assisting clients in identifying their technical issues
 - Resolving minor IT problems
 - Directing clients to higher tiers of IT assistance
 - Coordinating with IT experts to ascertain technical solutions
 - Generating end-users feedback reports
 - Providing remote assistance to clients across various regions\
 - Carrying out administrative support tasks
- Consolidates data and information and translates to accurate report useful for concerned staff and personnel;
- Contribute substantially through research efforts that have the potential to enhance procedures, systems, or policies related to LGUSS;
- Coordinates with other units such as DILG Regional Information and Communication Technology Unit (RICTU), partner bureaus and LGUs to resolve problems related to duties as necessary;
- Provides such other work related to LGUSS as may be required and assigned by the



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- Project Manager and/or immediate supervisor.
- j. Authorized to travel to assist and facilitate the conduct of training, workshop, and seminars.

EXPECTED OUTPUTS/DELIVERABLES AND SCHEDULE OF SUBMISSION OF OUTPUTS

- Monthly Monitoring Individual Accomplishment (MMIA) Report every 16th and 30th of the month
- Semestral IPCR
- Comprehensive systems manual and video tutorials of Local Government Unit Support Systems (LGUSS)
- Monthly Report on the conducted Technical Assistance on (LGUSS)
- Quarterly Quality Management System (QMS) Reports
- Other matters assigned in relation to the scope of work for immediate and appropriate submission to the Office of the Director or as frequent as needed

Interested and qualified applicants may submit their application through tinyurl.com/MITHIPProgram with the **subject: JOB APPLICATION FOR INFORMATION SYSTEMS ANALYST I**. Attach the following scanned copies of the following documents below not later than **MARCH 5, 2024**.

1. **PDF file Letter of Intent** addressed to:

Ms. MARIA LOISELLA E. LUCINO, CESO IV
Regional Director
DILG Region XIII
Purok 1A, Upper Doongan, Butuan City

2. **PDF file** duly filled out **Updated Personal Data Sheet New CS Form 212 Rev. 2017** with affix signature and **recent passport size** ID picture
3. **PDF file** of duly filled out **Work Experience Sheet**
4. Photocopy of Transcript of Records (TOR)

Reminders:

1. All applications shall only be submitted through the above link.
2. Documents should be in PDF/JPEG and ensure that they are clear and readable.
3. Incomplete documents shall not be entertained.

"All vacant positions shall be open to all qualified applicants regardless of age, gender identity, sex, sexual orientation, civil status, disability, pregnancy, religion, ethnicity or political affiliation, or other similar factors/personal circumstances which run counter to the principles of merit and fitness for the job and equal employment opportunity."

For inquiries, you may call the Personnel Section through **Telephone No. (085) 975-9830**.

Prepared:


MARIE JOY S. LUENGAS
AO V / HRMO III

Certified Correct:


JOCELYN C. JAYOMA
Chief Admin. Officer


VINCENT TROY A. CALO
Regional Info Tech. Officer

Approved:


MARIA LOISELLA E. LUCINO, CESO IV
Regional Director



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