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Computer Assistant 06

GS-0335-06

NOTE: THE SENTENCE IN PART I DESCRIBING THE PURPOSE OF THE POSITION AND PARTS II AND III IN THEIR ENTIRETY ARE PERMANENT PARTS OF THE LIBRARY AND MAY NOT BE CHANGED OR EDITED IN ANY WAY.

I. INTRODUCTION

This position is located in

This position performs production preparation and control of special, recurring and modified ADP production jobs, or provides support to PC and network users.

II. MAJOR DUTIES AND RESPONSIBILITIES

Assures adequacy of processing instructions and input media, including compatibility of output with subsequent processing stages. Makes corrections; changes processing schedule when problems occur so as to achieve optimal results.

Reviews console records to assure appropriate input, software version, and processing sequences used. Reviews outputs to assure that processing is completed as stipulated.

AND/OR

Installs software packages or updates to network software. Troubleshoots problems, making quick fixes when possible. Creates macros and similar aids for users.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-4, 550 pts.

Knowledge of processing instructions for a wide variety of computer systems or applications sufficient to recognize omissions, incorrect input identification, or improper sequencing instructions.

Knowledge of hardware/software sufficient to ensure continuity of processing multi-stage jobs. Knowledge of production schedules and job interrelationships to maintain continuity of production.

Knowledge of system control language to modify portions of runs from instructions or from recognizing need to change a command.

AND/OR

Knowledge of standard computer languages, off-the-shelf software packages, or a basic understanding of network software and hardware including their limitations, typical problem conditions and problem-solving techniques.

Factor 2 - Supervisory Controls FL 2-3, 275 pts.

Supervisor sets objectives, advises of new procedures or schedules, and is available to assist on unusual problems. Incumbent works independently, communicating with users and determining independently when and how to handle contingencies. Work is reviewed for meeting deadlines and by client feedback.

Factor 3 - Guidelines FL 3-2, 125 pts.

Written procedures and technical manuals are available; incumbent uses judgment and experience in selecting appropriate guidelines for application to specific situations, and refers significant deviations from established procedures to supervisor.

Factor 4 - Complexity FL 4-3, 150 pts.

Tasks consist of preparation, scheduling, and coordination of mainframe, mini- or micro-computer applications, or dealing with installation and maintenance of a variety of local PC's and associated hardware and software. Incumbent interprets instructions to determine controls, modifies program runs in the event of problems or unusual circumstances. Where PC's are involved, interprets user needs to determine appropriate course of action, keeping in mind equipment or software constraints.

Factor 5 - Scope and Effect FL 5-2, 75 pts.

The work supports a variety of applications. Incumbent sets up processing, processes jobs per instructions, corrects control factor problems, and checks quality. Output affects numerous applications.

OR

The work supports a variety of PC stand-alone or network users, dealing with hardware and software installation, troubleshooting, assistance, and maintenance. The work affects the ability of users to complete their computer-based work.

Factor 6 - Personal Contacts FL 6-2, 25 pts.

Contacts are with functional users of the data, with computer specialists, and/or with PC and network clients.

Factor 7 - Purpose of Contacts FL 7-1, 20 pts.

Contacts are to seek or provide information, explain options, and discuss quality of products.

Factor 8 - Physical Demands FL 8-1, 5 pts.

Work is primarily sedentary.

Factor 9 - Work Environment FL 9-1, 5 pts.

Work is performed in an office setting or computer environment.

TOTAL = 1230 pts.

This position is non-exempt from coverage under the Fair Labor Standards Act.

IV. UNIQUE POSITION REQUIREMENTS

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