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Computer Assistant 07

GS-0335-07

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 provides ADP support for scientific or other mainframe applications users, or for PC stand-alone or network users.

II. MAJOR DUTIES AND RESPONSIBILITIES

Supports computer specialists, scientists, engineers, or other users by examining input data for applications processing, or for digital conversion. Sets up software and hardware; generates runs or loads compilers to process data sets; processes, controls, and documents incoming and outgoing storage media.

Maintains comprehensive storage and retrieval systems for data and tape files; arranges mass files for future processing; implements identification system for data acquisitions.

Assists in analysis of processing problems by coding, modifying and correcting program runs. Receives and verifies printouts.

AND/OR

Supports and instructs mainframe or network systems users on systems or software use; resolves problems or obtains technical assistance. Performs maintenance and minor equipment replacement. Assists in testing new installations of hardware or software. Assists in evaluation of system usage and performance.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-5, 750 pts.

Knowledge of operating systems and applications languages sufficient to compile or modify processing sequences or selection criteria in response to instructions.

Knowledge of hardware/software control statements to understand problems and resolve error conditions; of automated filing systems for documentation and control of records.

Knowledge of overall system and/or network configuration to instruct users, isolate problems, or install upgrades.

Knowledge of application subject matter to assist users, plan for new applications or system enhancements, or identify problems.

Factor 2 - Supervisory Controls FL 2-2, 125 pts.

Performs program and system maintenance work independently. For new work requirements, unclear requests, or where incumbent recognizes broader implications, supervisor is consulted. Work is reviewed for procedural conformance and client satisfaction.

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

Guidance includes written procedures and software/hardware documentation. Incumbent uses judgment in selecting guidelines for specific situations, and in referring problems to supervisor, specialist, or other technician.

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

Incumbent participates in preparation, scheduling, and coordination required for processing activities; determines methods to produce desired product; analyzes instructions/error messages to modify or correct runs within system constraints.

AND/OR

Work entails problems presented by many applications, or users whose understanding of hardware/software varies widely, and who often describe their problems inadequately.

Factor 5 - Scope and Effect FL 5-3, 150 pts.

Incumbent performs support services; monitors processing and system performance to enhance user productivity and effective utilization of computer resources. The work is essential to program specialists' accomplishing their primary tasks.

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

Contacts are with other employees engaged in processing activities, and with specialists who use mainframes or networks to carry out their analytical or administrative activities.

Factor 7 - Purpose of Contacts FL 7-2, 50 pts.

Contacts are to exchange information, plan new work; assist in resolving problems; instruct system users and to inform them of system availability or capability.

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 = 1285 pts.

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

IV. UNIQUE POSITION REQUIREMENTS

(Last Updated: November 4, 1994)