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## Computer Assistant 08

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### GS-0335-08

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 serves as senior computer assistant, providing support and troubleshooting in operations, production or remote access environments.

#### II. MAJOR DUTIES AND RESPONSIBILITIES

Develops procedures for processing jobs with new or revised production requirements. Amends control commands, and applies systems expertise to resolve immediate problems. Contacts programmers to work out program difficulties. Instructs others in new requirements and procedures.

Performs production control for assigned block of production programs. Monitors job control language for complete or portions of processing systems to determine sequencing, input needed, etc.

Performs quality control of output.

AND/OR

Serves as senior computer assistant, assuring that problems on systems or networks are resolved so that processing deadlines are met. Recommends design parameters. Assists in testing new hardware and/or software enhancements, and in setting priorities.

#### III. FACTOR LEVELS

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

Knowledge of procedures sufficient to adapt processing capability to new or revised programs; of equipment capabilities, configurations, and load requirements in order to relate new requirements to schedules and system capabilities.

Knowledge of assigned applications, sources, inputs, schedules, and outputs to perform production scheduling and quality control.

Knowledge of documentation requirements to determine nature and availability of inputs, schedule constraints, and to develop documentation for new jobs or to improve setup or output.

Knowledge of control languages to troubleshoot problems and suggest or devise remedies. Knowledge of operations techniques for shutting down or restoring systems.

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

Supervisor assigns new jobs and priorities, and discusses potential delays due to late receipt of inputs, delayed program or software changes, etc. Employee applies, or develops procedures for work control. Finished work is reviewed for meeting deadlines and objectives.

Factor 3 - Guidelines FL 3-3, 275 pts.

Guidelines include systems procedures, specifications for new requirements, and software documentation. Incumbent uses judgment to select appropriate guidelines, and modify procedures for new applications and new data sources. Some must cope with frequent software changes and their affect on processing.

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

Work includes production control; procedure development for new requirements; instruction of lower-graded employees in operations; and liaison with users and ADP staff or vendors to solve problems associated with new requirements or malfunctions.

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

Performs problem-solving duties in response to changed input, output, production requirements, or user needs. Work affects quality and timeliness of applications processing for users.

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

Contacts are with other employees engaged in data processing activities, vendors, and with users in client organizations.

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

Contacts are to plan new procedures or system enhancements, resolve problems, schedule vendor work, and coordinate requirements.

Factor 8 - Physical Demands FL 8-2,5 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 = 1685 pts.

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

#### **IV. UNIQUE POSITION REQUIREMENTS**

(Last Updated: November 4, 1994)

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