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Computer Operator 07

GS-0332-07

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 is responsible for operating a variety of computer equipment and related auxiliary and peripheral devices to process a wide range of applications programs.

II. MAJOR DUTIES AND RESPONSIBILITIES

Monitors job flow and system utilization to assure effective and efficient processing. Selects jobs to be processed concurrently to prevent memory fragmentation and degradation of system performance.

Investigates system malfunctions to determine the cause. Defines and isolates the specific problem, using available diagnostic and error recovery techniques, and independently initiates corrective action.

Assists in the conversion to more advanced levels of operating systems and in the installation of new equipment, reinstallation of existing equipment, and installation of diagnostic procedures.

Participates in test runs and makes comprehensive reports of any significant operating occurrences.

III. FACTOR LEVELS

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

Detailed knowledge of general purpose computer equipment, communication links, and peripheral devices, including methods and characteristics, to set up and operate equipment.

Knowledge of operating systems, utility software, and job control languages to initiate and monitor processing of work loads.

Working knowledge of standard computer operating procedures, rules, and methods to operate equipment and to identify and resolve recurring kinds of operating problems.

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

The supervisor defines the objectives and priorities and informs the employee about special priorities and deadlines. Completed work products are submitted to the requestor without supervisory review. The supervisor reviews production workload reports and comments from users for conformity to schedule, timeliness, and quality of output.

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

Guidelines include manufacturers' operating and problem-solving manuals and internally developed procedures. Guidelines may not address all circumstances or cover every type of problem. The employee is expected to deviate from, interpret, and adapt the guidelines to correct conditions that are not specifically covered.

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

The work involves a wide range of operating problems and error conditions and is compounded by recurrent changes in the operating systems and constantly changing production procedures. The employee makes independent decisions about operating methods and techniques for test and development work and selects a course of action that provides for the most effective use of available computer resources, hardware, and/or software.

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

The employee operates and controls a variety of computer and peripheral equipment, identifying, and resolving equipment problems and processing conditions. He/She affects the efficiency of the workflow, quality of data processing production and services, and the adequacy of the products.

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

Contacts are with employees in the immediate unit, vendors, and software personnel.

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

Contacts are to plan, coordinate, or resolve unusual operating conditions and equipment problems; to develop procedures for testing and installing new or revised operating systems and for handling new processing requirements; and to expedite priority workload.

Factor 8 - Physical Demands FL 8-2, 20 pts.

The work requires extended periods of standing, walking, stooping, or carrying heavy loads of paper and tape weighing up to 50 pounds.

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

Work is performed in a typical computer environment.

TOTAL = 1,425 pts.

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

IV. UNIQUE POSITION REQUIREMENTS

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