U.S. DEPARTMENT of COMMERCE *Office of the Secretary*
Office of Human Resources Management

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Student Trainee (Computer Specialist) 05

GS-0399-05

NOTE: THE SENTENCE IN PART I DESCRIBING THE PURPOSE OF THE POSITION AND PARTS II AND III IN THEIR
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I. INTRODUCTION

This position is located in

This is a Schedule B Cooperative Education student. This position is responsible for performing developmental
activities in support of computer operations in the office assigned.

II. MAJOR DUTIES AND RESPONSIBILITIES

Installs and maintains microcomputers; troubleshoots hardware and software problems, installing replacement
drives, boards, etc. Maintains database inventory of hardware and software. Supports remote users of
mainframe, mini- or micro-computer systems, or computer network. Instructs clients in use of hardware and
software. Assists in dealing with vendors, and prepares specifications for purchase orders.
AND/OR
Assists in computer processing activities; prepares input media for test and/or production runs; inspects
material/media prior to issue and arranges for necessary repairs and/or replacement; processes, controls, and
documents incoming and outgoing computer tapes, diskettes, and other storage media.

Maintains storage and retrieval system for data and tape files; arranges for mass storage files for future data
processing; implements the identification system for data media acquisitions. Assists in the analysis of problems
occurring in the computer processing cycle; coding, modifying and correcting program runs to resolve problems.
Receives and verifies computer printouts.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-3, 350 pts.

Knowledge of procedures used to operate computer terminals. Knowledge of hardware/software control
statements to understand problems and resolve error conditions. Knowledge of modification and correction of
program runs.

Knowledge of procedures for initiating processing runs through batch and demand mode; knowledge of data
storage and retrieval systems. Knowledge of the automated filing systems for documentation and control of
records.
AND/OR
Knowledge of system languages such as DOS, and popular off-the-shelf software packages such as LOTUS.
Ability to diagnose PC problems with different equipment configurations, and to perform simple repairs. Ability
to explain the nature of problems and repair status.

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

Supervisor provides deadlines, and explains unusual assignments. Incumbent performs assignments
independently, directing questions to supervisor when unusual situations are encountered. Work is reviewed for
conformance to established procedures by reviewing processing reports and contacts with users.

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 variety of types of mainframe, mini- or micro-computer system applications or dealing with installation and maintenance of a variety of local PC's and associated hardware and software configurations. Incumbent interprets processing instructions to determine processing controls, or to modify or correct program runs with problems or unusual circumstances. Where PC's are involved, interprets user needs or problems to determine course of action, keeping in mind equipment or software constraints.

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

Services performed are in support of computer automation and/or data processing activities. Work affects timely and accurate production of automated processing in organization(s) served.

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

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

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

Contacts are to exchange information pertaining to assignments; to assist in planning new processes, or to resolve problems.

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 = 910 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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