COMPUTER ASSISTANT GS-0335-09

INFORMATION SYSTEMS

I. POSITION AND ORGANIZATION INFORMATION

Position:

Computer Assistant, GS-0335-09

Purpose of position:

The purpose of this position is to provide computer support and services to the organization.

Organization:

Information Systems Division

Organization goals:

II. MAJOR DUTIES

A. Duty (Critical):

Serves as a systems administrator responsible for resolving processing problems and error conditions for an agency multi-user, multiprocessor, networked information system. (25%)

Tasks:

1. Monitors operation of system and provides technical guidance to users. Monitors work in progress in order to detect unusual production delays or problems caused by unforeseen contentions.

2. Works with operations personnel to detect and resolve common or unusual operating problems or failures. Identifies and determines corrective actions to be taken in case of unusual individual job failures or those not covered by prescribed procedures.

3. Determines action to be taken to correct operational problems.

4. Ensures restoration of transactions and data bases at a proper restart point after system initialization and recovery routines have been used to resolve error conditions and the system has been reloaded for continuation of operations.

5. Works with higher level computer specialists to identify problems with applications, operating systems, or hardware that are difficult to pinpoint.

6. Suggests methods for sequencing and software/hardware operating configurations to accept new requirements and resolve processing malfunctions including revised run stream applications, spooling techniques, and possible transfer of some jobs to other computer systems.

Selected Staffing KSAs:

A1, A2, A3, A4

B. Duty (Critical):

Serves as the primary point of contact for hardware, software, and

telecommunications related problems. Develops technical guidance and training to assist customers in a widely dispersed serviced area. (25%)

Tasks:

1. Identifies user problems and determines best possible solution.

2. Demonstrates proper processes and procedures to users.

3. Develops new special operating procedures and recommends automated methods for better use of resources as needed.

4. Implements results of changes and analyzes for any additional actions.

5. Creates new procedures and develops reports; creates or modifies programs to meet user needs.

6. Establishes requirements and develops training for serviced personnel to ensure automated systems are used to the fullest extent. May also serve as a trainer.

7. Keeps current on information in the field and changes in applications, hardware, software, and related technology.

Selected Staffing KSAs:

A1, A2, A4, A5

C. Duty (Critical):

Supports technical specialists in a wide range of assignments related to areas of hardware installation and movement, maintenance, supply, and property accountability. Independently provides in-house support for repair of selected hardware items. (25%)

Tasks:

1. Assists analysts in the installation and maintenance of a variety of complex hardware.

2. Assures that all equipment attachments and power support items are approved and are in compliance with existing regulations, directives, and vendor specifications.

3. Assists in documenting user computer equipment and supply requirements for procurement of these assets. Performs regular inventory of hardware.

4. Researches current industry literature to identify the availability of equipment such as computer systems, printers, monitors, modems, and associated equipment.

5. Maintains stocked parts to ensure prompt service and arranges for replacement parts with appropriate vendor.

6. Assists users with computer hardware/connectivity service requests.

7. Uses a wide range of diagnostic analysis techniques to identify hardware problems; develops a fix to solve the short and long term effects.

8. Provides user-level maintenance and instructions.

9. Maintains, interprets, and writes portions of operating equipment and user manuals and instructions.

Selected Staffing KSAs:

A1, A2, A3, A4

D. Duty (Critical):

Performs a wide variety of assignments to accomplish installation, maintenance, and accountability requirements of software resources. (25%)

Tasks:

1. Upgrades software as required to support requirements.

2. Installs and configures software to include password protected and screen devices.

3. Performs systems software control and library functions.

4. Develops new/modified procedures for the operation of the software library and configuration management procedure.

5. Determines whether new software is needed or if existing programs can be enhanced to satisfy local requirements and/or operate more efficiently.

6. Develops computer procedures and tests for possible operation and implementation. Maintains, interprets, and writes portions of operating and user manuals and instructions.

7. Analyzes software requirements and determines if requests can be satisfied through procurement of available software or if existing software can be modified to satisfy requirements.

Selected Staffing KSAs:

A1, A2, A3, A5

E. Other Work Requirements

1. The employee must obtain and maintain a Secret clearance.

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of information processing sequences, controls, and procedures
2. Ability to use and maintain computer systems, equipment, and software
3. Ability to plan, organize work, and meet deadlines
4. Ability to meet and deal with customers using a high degree of tact and diplomacy
5. Ability to communicate in writing

B. **Basic Training Competencies:**

1. Knowledge of information processing sequences, controls, and procedures
2. Knowledge of system access and control language
3. Knowledge of high level computer language
4. Ability to use and maintain computer systems, equipment, and software
5. Ability to plan, organize work, and meet deadlines
6. Ability to meet and deal with customers using a high degree of tact and diplomacy
7. Ability to communicate in writing

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge **Level 1-6 (950 Points)**

1. - Detailed technical knowledge of large scale multi-processor and multi-program system hardware, software, and network communications and how they are interconnected in normal and variable operating conditions for executing applications programs on networked multi-user/multi-processor systems.

- Detailed knowledge of the system in order to plan schedules, interpret status of operations at time of failure, and to construct hardware/software links to work with operators and specialists in defining new or revised job processes.

- Knowledge of the codes, abbreviations and terms used in the system monitoring and control utility program in order to acquire, interpret, and resolve problems based on information derived from system monitoring reports and dumps.

- Knowledge of job priority rules and scheduling procedures in order to align jobs in schedules according to job hierarchy and to adjust schedules in accordance with functional program priorities when resolving and restarting work from processing failures. This includes knowledge of those jobs that can be deferred, transferred to other computers, or combined with other jobs.

2. - Knowledge of some elements of programming, systems analysis, and equipment operations to identify the nature and source of computer-related and information processing problems and implement workable solutions.

- Extensive knowledge of computer equipment, internal computer processes, applications and utility programs, and peripheral devices.

- Knowledge of a wide range of analytical and diagnostic methods, procedures, and principles.

3. - Understanding of the capabilities and limitations of general use software products such as operating system software to resolve problems and assist in the day-to-day operations of the information processing functions.

- Knowledge of specialized commercial applications software and data processing documentation procedures to support users and produce user

documentation for a variety of applications programs.

- Knowledge of communications aspects of the system to include modem use, communication software, and electronic mail procedures to advise and instruct users.

- Knowledge of standardized testing procedures for computer software.

4. - Knowledge of the fundamentals of programming logic and techniques sufficient to recognize, design, and implement required program modification without impacting the system or processing effectiveness and to program assigned modules for a variety of requirements.

- Knowledge of standard documentation formats to describe in writing the objective and operating logic for programs developed or modified.

- Knowledge of operating procedures, methods, and problems sufficient to understand and act on their effect on documentation requirements. The ability to discern similar but differing documentation requirements in order to maintain several operating, procedural, and data definition manuals.

- Knowledge of subject matter information requirements to coordinate with users to acquire information for use in module and modification programming.

5. - Knowledge of the capabilities and limitations of hardware components, equipment configuration to resolve problems and assist in the day-to-day operations of the information processing functions.

- Knowledge of procedures for attaching or installing microcomputer hardware such as printers, monitors, keyboards, external floppy disk drives, video boards, facsimile (FAX) cards, internal tape backup units, removable hard drives, and external storage devices.

- Knowledge of testing procedures for microcomputer hardware. Knowledge and skill to diagnose, solve, and correct equipment operation problems and perform routine operator maintenance on equipment.

Factor 2. Supervisory Controls Level 2-3 (275 Points)

The supervisor provides direction on objectives and priorities for new work, deadlines and deadline changes for new and established work. The employee identifies the work to be done, plans and carries out the steps required and submits completed work to users without supervisory review. The employee commonly adapts or develops new work procedures and instructions for application by self and others. The employee seeks supervisory assistance and discusses problems related to the work when processing requests appear to exceed system capacity or could have adverse effects on other processing requirements. Completed work is reviewed for conformity to deadlines and accepted practices. Work methods are not normally reviewed unless a recurring, common pattern of problems develops.

Factor 3. Guidelines Level 3-3 (275 Points)

The employee works with new requirements or new applications for which only

general guidelines are available. The employee uses judgment in adjusting the most appropriate guidelines to fit new processing requirements or develops new methods for accomplishing the work. Guidelines may require modification to provide for adding new forms of input, allowing for flexible as opposed to fixed scheduling, adjusting to new or conflicting requirements, or adapting to new hardware/software capability.

Factor 4. Complexity **Level 4-4 (225 Points)**

The work involves analyzing and treating a variety of computer processing problems that are complicated by variations in program requirements, unusual system failure situations, reconstructing incomplete processing, and providing for continuation of operations in problem situations where less than full system capacity might be available. The employee must identify the problem and consider a number of alternatives in a complex systems environment. Approaches to problem solutions must be determined by the incumbent based on identification of the nature and severity of the problem and the alternative courses available to resolve it.

Factor 5. Scope and Effect **Level 5-3 (150 Points)**

The employee solves problems and answers technical questions about control, scheduling and/or direct support functions. Problems and error conditions are conventional to information porcessing although solutions are not always covered by established or standardized procedures. Results of the work affect the efficiency of processing services, adequacy of products used in subsequent activities and processing procedures and methods.

Factor 6. Personal Contacts **Level 6-2 (25 Points)**

Contacts are with specialists, employees of other agencies, or non-government organizations; contact with contractor representatives such as vendor repair technicians or customer engineers. The contacts are structured and routine. The role of each participant is readily determined.

Factor 7. Purpose of Contacts **Level 7-2 (50 Points)**

The purpose of the contacts is to plan or coordinate changes in scheduling requirements or priorities due to data or equipment related problems; to participate with users in planning and coordinating new or modified requirements when the work fits generally within system options, schedules, etc., or to plan user participation, methodology and deadlines for new projects.

Factor 8. Physical Demands **Level 8-1 (5 Points)**

The work is generally sedentary. There may be some walking, standing, bending, or carrying of light items requiring only moderate physical ability and stress.

Factor 9. Work Environment **Level 9-1 (5 Points)**

The work involves the common risks or discomforts, requiring normal safety precautions typically followed in works areas such as offices, meeting rooms, and libraries. The area is adequately lighted, heated, and ventilated. Employees in or adjacent to computer rooms may be within environmentally controlled areas and, although relatively cool, require only normal clothing to compensate for minor discomfort.

V. CLASSIFICATION SUMMARY

In this position:

Duty A. 25% GS-0335-09 Computer Assistant
Production Control

Duty B. 25% GS-0335-08 Computer Assistant
Customer Support

Duty C. 25% GS-0335-07 Computer Assistant
Hardware Support

Duty D. 25% GS-0335-07 Computer Assistant
Software Support

List of Modified Duties and Factors:

Duty A. has been edited. The final grade may or may not be appropriate. The factors have not been changed.

The classification criteria in this menu are based on the OPM, FES, Position Classification Standard for Computer Clerk and Assistant Series, GS-335, (TS 40) February 1980. References for auxiliary duties and titling instructions are the following US OPM Position Classification Standards and Guides: Grade Level Guide for Clerical and Assistance Work, (TS-91 dated June 1989); Office Automation Clerical and Assistance Series, GS-326 (TS-90 dated November 1990); Office Automation Grade Evaluation Guide (TS-100 dated November 1990); Typing and Stenography Grade Evaluation Guide (TS-100 dated November 1990); and the Introduction to the Position Classification Standards (TS-93 dated January 1990).

GS-09 Point range: 1855 - 2100
Total Point: 1960
Grade: GS-09