U.S. DEPARTMENT of COMMERCE *Office of the Secretary*
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Computer Operator 08

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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

Adjusts batch job priorities and restructures internal queues to avoid programs contentions, allowing for precedent output, and providing for unscheduled jobs and user originated priority changes.

Analyzes equipment failures and workload requirements to rearrange processing schedules and equipment assignments.

Sets up test applications and system programs, activates internal utility routines to accept and process such programs, and initiates system dumps for use in improving program processing. Enters new tested programs into the system and instructs console operators on new and/or special processing instructions.

III. FACTOR LEVELS

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

In-depth knowledge of standard and nonstandard operating methods, techniques, and procedures and the console command languages to isolate, identify, resolve problems that affect system operating efficiency; diagnose the nature and sources of problems involving equipment, programs, or systems; and define the analysis results.

In-depth knowledge of the structure and applications of internal control and utility programs to avoid or overcome error problem situations, test new applications programs, analyze test results, and recommend ways to better use established software capabilities, equipment assignments, standard and nonstandard system configuration.

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 5-3, 150 pts.

Work involves a wide range of conventional and unconventional operating and problem solving conditions. The results of the problem solving and testing work affect the efficient operation and productivity of the computer system and contribute to the effective and efficient introduction of new and revised processing capacities.

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 work load.

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 = 1,700 pts.

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

IV. UNIQUE POSITION REQUIREMENTS

(Last Updated: November 4, 1994)