

**A. Introduction**

The incumbent of the position provides a variety of computer support required to process data, to develop and operate software, and to troubleshoot system problems for administrative, technical, and/or professional staff.

**B. Major Duties**

Typical, but not all-inclusive, duties are illustrated by performance of any combination of the following:

Participates in the development and maintenance of data bases.

Writes and modifies utility programs or other simple language, and/or reviews user's programming changes to insure that instructions and documentation are technically sufficient.

Checks data for completeness, validity, and consistency; corrects erroneous data.

Revises and/or updates existing programs. Provides troubleshooting of systems.

Assists with troubleshooting and maintenance of computer related communications services using the Internet and World-Wide Web based resource systems and databases.

Assists users in the Local Area Network (LAN), e.g., how to access LAN, access log-on IDs, passwords, how to use utilities programs in the LAN, etc.

Installs software systems, updates system menus, provides operational advice and assistance to users, etc.

Advises users on problems related to hardware and peripheral equipment. Assists in setting up and performs initial test of new equipment and advises users on operations.

Documents all data files, computer programs, and procedures.

Advises users about security and data file access restrictions.

**C. Evaluation Factors**

**1. Knowledge Required by the Position**

**(FLD 1-3: 350 PTS)**

General knowledge of computer science.

Working knowledge of basic math and data processing procedures.

Ability to efficiently operate personal computers.

Ability to edit data and to adapt to various spread-sheet programs.

Ability to modify existing programs per instruction.

Ability to manipulate databases using established software packages.

Ability to work with others in a team environment.

Ability to communicate orally and in writing.

Knowledge of data security requirements, practices, and maintenance procedures.

**2. Supervisory Controls (FLD 2-2:125 PTS)**

The supervisor provides instructions with assignments and defines priorities and objectives. More detailed guidance is provided by the supervisor when new, difficult, or unusual tasks are assigned.

The incumbent contributes to the planning by pointing out possible difficulties with techniques and contributes to the documentation and interpretation of findings through accurate record keeping. The incumbent uses initiative to carry out recurring duties.

Completed work is reviewed for compliance with instructions, adequacy of methods and content, and to ensure completion within deadlines.

**3. Guidelines (FLD 3-2: 125 PTS)**

Guidelines include operating manuals, handbooks, oral or written guides, and project files. New guidelines are discussed with the supervisor or designee.

The incumbent exercises judgment in improving the reliability and efficiency of established procedures.

**4. Complexity (FLD 4-3:150 PTS)**

Work assignments involve a wide variety of functions and problem solving utilizing personal computers. Assignments often require different and unusual approaches. The

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incumbent studies problem conditions or errors and reviews objectives and devises operating techniques to accomplish program modifications.

The work involves conditions that must be identified and analyzed by the incumbent to discern interrelationships. Such conditions may include the nature and causes of problems encountered, the kind of equipment/software involved, and the impact of alternate approaches.

**5. Scope and Effect (FLD 5-2: 75 PTS)**

The purpose of the work is to provide computer support through storage, analysis of data, the development of new procedures, and the application of existing software.

The work products and services facilitate the work of others in the organization.

**6. Personal Contacts (FLD 6-2: 25 PTS)**

Contacts include coworkers, other ARS personnel, other systems users, and office visitors and callers.

**7. Purpose of Contacts (FLD 7-2: 50 PTS)**

Contacts are made to obtain or give information, coordinate work, and resolve problems.

**8. Physical Demands (FLD 8-2: 20 PTS)**

Work is primarily sedentary although some walking, standing, bending, and carrying items weighing as much as 50 pounds is required.

**9. Work Environment (FLD 9-1: 5 PTS)**

Work may be performed in an office, laboratory, greenhouse, etc. The work may be located within an environmentally controlled area.

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**D. Other Considerations (Check if applicable)**

- Supervisory Responsibilities (EEO Statement)
- Training Activities - Career Intern, Student Career Experience Program
- Motor Vehicle or Commercial Driver's License Required
- Pesticide Applicators License Required
- Safety/Radiological Safety Collateral Duties
- EEO Collateral Duties
- Drug Test Required
- Vaccine(s) Required
- Financial Disclosure Required
- Special Physical Requirements/Demands
- Other:

**Total Points = 925**

**Grade Conversion = GS-5 (855-1110 pts)**

May 11, 2000