

**POSITION DESCRIPTION**  
**Computer Specialist**  
**GS-0334-14**

---

**I. INTRODUCTION**

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This position is established to analyze/perform work necessary to plan, design, develop, acquire, document, test, implement, integrate, maintain, or modify systems for solving problems or accomplishing work processes by using computers.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

- Leads task forces/project teams in advanced systems software/hardware project efforts.
- Functions/acts as a technical authority in all assignments.
- Analyzes and evaluates work concerned with integrated systems of computer programs and/or computer equipment.
- Applies available technologies and basic management principles to adapt computer methods to a variety of subject matter situations.
- Supports subject matter users by developing or designing applications for computers and/or in selecting, or assisting in selecting computer equipment.
- Oversees/performs equipment installation or relocation, testing and acceptance processes.
- Responds to and resolves problems with software, hardware and systems management.
- Integrates several hardware, software, and/or computer related services to provide an integrated information system.
- May evaluate vendor or employee developed software to assure that it will provide the desired results and operate properly on assigned equipment systems.

**III. FACTORS**

FACTOR 1      KNOWLEDGE REQUIRED      Level 1-8 1550 points

- Knowledge at a level to serve as an expert in a specialty area, e.g., applications system design, computer equipment analysis, etc., or of general data processing covering a wide range of technology and applications; or comprehensive knowledge of Federal ADP policy.

- Ability to plan advanced systems projects or resolve critical problems in existing systems which require innovative solutions.
- Ability to advise top management on new developments and advanced techniques.
- Ability to plan/organize/direct studies to develop long-range forecasts and recommendations.
- Ability to coordinate development of ADP standards, guidelines, or policy.
- Skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and implement recommendations.

**FACTOR 2 SUPERVISORY CONTROLS** Level 2-5 650 points

The employee is subject only to administrative direction, with assignments given in terms of broadly defined missions or functions. The employee plans, designs, and carries out studies or projects, coordinating with experts both within and outside the organization. Recommendations are usually accepted without change, and are reviewed in terms of program goals and objectives and national priorities.

**FACTOR 3 GUIDELINES** Level 3-5 650 points

Guidelines consist of general agency policy, broadly stated technical objectives, or comparable guidance requiring extensive interpretation and definition. The employee must use judgment to interpret overall objectives, isolate areas that need study and devise/plan projects to accomplish objectives. The employee has expert status throughout the organization.

**FACTOR 4 COMPLEXITY** Level 4-5 325 points

The work consists of various projects/studies which call for significant departures from established practice. Decisions are complicated by the novel or obscure nature of the problems and/or special requirements for organization and coordination. Technical difficulty is exceptional, i.e., developing major items of system software where numerous conditions/options must be considered or developing specifications for a major segment of a new, unprecedented application system.

**FACTOR 5 SCOPE AND EFFECT** Level 5-5  
325 points

The work involves isolating and defining issues or conditions, resolving critical problems in organization-wide systems, or developing new approaches and techniques for use by others. Advice, guidance, or results of the work affect development of major aspects of administrative or scientific efforts throughout a POC.

**FACTOR 6 PERSONAL CONTACTS**  
**FACTOR 7 PURPOSE OF CONTACTS** Level 3c 180  
points

Contacts are with bureau employees, vendors, computer personnel with other agencies, professional association representatives, etc. The purpose of contacts is to influence others to utilize particular technical methods and procedures or to persuade others to cooperate in meeting objectives when (in either case) there are problems in securing cooperation.

