

U.S. Office of Personnel Management  
Office of Merit Systems Oversight and Effectiveness  
Classification Appeals and FLSA Programs

Atlanta Oversight Division  
75 Spring Street, SW., Suite 972  
Atlanta, GA 30303-3109

**Classification Appeal Decision**

**Appellant:** [Appellant]

**Agency classification:** Supervisory Computer Assistant  
GS-335-10

**Organization:** [Element]  
[Flight]  
[Squadron]  
[Group]  
[Wing]  
Department of the Air Force  
[Installation]

**OPM decision:** Supervisory Computer Assistant  
GS-335-10

**OPM decision number:** C-0335-10-01

/s/

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Timothy P. Heath  
Classification Appeals Officer

7/17/01

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Date

As provided in section 511.612 of title 5, Code of Federal Regulations, this decision constitutes a certificate that is mandatory and binding on all administrative, certifying, payroll, disbursing, and accounting officials of the government. The agency is responsible for reviewing its classification decisions for identical, similar, or related positions to ensure consistency with this decision. There is no right of further appeal. This decision is subject to discretionary review only under conditions and time limits specified in the Introduction to the Position Classification Standards, appendix 4, section G (address provided in appendix 4, section H).

**Decision sent to:**

[Appellant]

[Civilian Personnel Officer]  
Chief, Civilian Policy  
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## **Introduction**

On January 30, 2001, the Atlanta Oversight Division of the Office of Personnel Management (OPM) accepted an appeal for the position of Supervisory Computer Assistant, GS-335-11, [Element], [Flight], [Squadron], [Group], [Wing], Department of the Air Force, [Location]. The appellant is requesting that his position be classified as Supervisory Computer Specialist, GS-334-11.

The appeal has been accepted and processed under section 5112(b) of title 5, United States Code. This is the final administrative decision on the classification of the position subject to discretionary review only under the limited conditions and time outlined in part 511, subpart F, of title 5, Code of Federal Regulations.

## **General Issues**

The position occupied by the appellant was previously classified as Supervisory Computer Specialist, GS-334-11. In response to an A-76 study on the feasibility of contracting out some of [Installation] automation work, all positions associated with Local Area Network (LAN) operations were reviewed during FY 1999. As a result of this review, the appellant's position was reclassified as Supervisory Computer Assistant, GS-335-11, in December 2000. There were no changes in the appellant's duties and responsibilities, or in the position description itself.

The appellant initially appealed the placing of his position in the GS-335, Computer Assistant Series. However, during the preparation of the administrative report requested by OPM, the agency discovered that his position should have been graded at the GS-10 level rather than GS-11. The scheduled effective date of the downgrade to GS-10 was March 25, 2001. The appellant subsequently disagreed with the grade determination as well as the series change. He believes the change in classification was made by the agency to avoid paying the special salary rate for Information Technology positions that went into effect January 1, 2001.

On June 5, 2001, the new Administrative Work in the Information Technology Group, GS-2200, standard was made available on OPM's website. This standard abolishes the Computer Specialist, GS-334, standard and instructs agencies to classify work previously covered by that series to the Information Technology Management Series, GS-2210, when knowledge of information technology (as defined in the standard) is the paramount requirement necessary to perform the primary duties of the position. Since the appellant believes his position is properly classified as a Computer Specialist, GS-334, the new standard was applied to this position by both the agency and OPM.

In reaching our classification decision, we have carefully reviewed all information furnished by the appellant and the agency, including information obtained from telephone interviews with the appellant and his supervisor.

## **Position information**

The appellant is assigned to position description number [Number]. The appellant, supervisor, and the agency have certified the accuracy of the position description.

The primary purpose of the position is to supervise the Computer Operations Element (COE). This includes overseeing the operation and maintenance of the supply remote processing station computer system, the two LANs, and the microcomputer hardware/software that support the [Squadron].

The appellant reports to the Supervisory Supply Management Specialist. The appellant is responsible for planning and carrying out assignments, resolving most conflicts that arise, coordinating his work with others, and interpreting policies on his own initiative in terms of established objectives. The appellant determines the approach to be taken and the methodology to be used. The appellant keeps the supervisor informed on the progress of work projects and potential problems or controversial matters. Recommendations related to the purchasing of new equipment and/or software are subject to review and approval through the appellant's chain of command and the Communications Squadron.

### **Series and title determination**

The GS-2210, Information Technology Management Series, includes positions which were previously classified in the GS-334, Computer Specialist Series. This new series covers two-grade interval administrative positions that manage, supervise, lead, administer, develop, deliver, and support information technology systems and services. This series covers only those positions for which the paramount requirement is knowledge of IT principles, concepts, and methods to perform functions such as planning, designing, analyzing, developing and implementing systems for the organization.

Information technology refers to systems and services used in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance, or reception of information. Information technology includes computers, network components, peripheral equipment, software, firmware, services, and related resources.

The GS-335, Computer Clerk and Assistant Series, covers positions involving performance or supervision of data processing support and services functions for users of digital computer systems. This work requires knowledge of external data processing sequences, controls, procedures, or user and programming languages, rather than in-depth knowledge of computer requirements or techniques associated with development and design of data processing systems.

The GS-335 standard states that employees in this occupation support or assist other employees who design, operate, or use automatic data processing systems applications and products by performing work in one or a mix of functional areas. One of the functional areas identified by the standard is the providing of direct support to computer specialists. In this capacity, some computer assistants at full performance levels perform duties similar to those assigned to entry and trainee level computer specialist positions. Such support work typically requires knowledge of the scope, contents, and purposes of program documentation. The duties may also require a working knowledge of programming languages. Some work may require knowledge of system hardware such as the number and kind of devices, operating speeds, amount of core and other equipment characteristics.

This knowledge may also be supplemented by knowledge of internal software routines. We find this work situation similar to the appellant's.

The appellant's non-supervisory responsibilities involve overseeing the monitoring, operation and maintenance of the local organization's computer system. The system consists of a remote processing station system, two LANs, microcomputers and associated hardware and software that support the installation's supply operations. The work requires knowledge of a wide variety of computer techniques, procedures, requirements and sources. He tests and evaluates software to ensure that it meets organizational requirements; gathers information or comments from managers of supported organizations on new or upgraded hardware/software; develops recommendations for purchasing new and upgraded hardware/software; tests, troubleshoots and corrects programming deficiencies; and develops and maintains programs to support the requirements of users; and resolves interface or communication problems between internal and external systems. He plans and implements computer security techniques and procedures to ensure compliance with agency security standards; develops and implements plans and procedures to ensure data integrity and recovery in the event of system failures; coordinates the installation of new and upgraded system hardware/software; and provides technical assistance and training to current and potential end users.

The primary focus of the appellant's work is related to administering the local organization's LANs and integrating with the networks or mainframes of other agencies or organizations. He oversees day-to-day operations and ensures that processing activities adhere to operational protocols; ensures that customers are being provided adequate services; monitors the system for effective operation; and ensures that system software is being controlled properly. The appellant researches and recommends components for upgrading systems; determines the siting system and system infrastructure components (cabling, connections, and switches, etc.); and ensures that new or upgraded systems/components are compatible with existing infrastructure and equipment used in organizations with whom information is exchanged. He is also responsible for projecting future needs.

Although the work does involve administering the operation of a computer system, the appellant is not involved in the planning, design, or development of systems typical of GS-2210, Information Technology Specialists. The [Squadron's] LAN is small and does not have the same level of complexities addressed in the GS-2210 series, which are typically found at the base level or higher. In addition, the appellant's position is limited in scope by the fact that the Air Force has responsibility for establishing service-wide systems, hardware and software requirements and making decisions on the need for system upgrades and/or software migrations. The type of work performed by the appellant is characteristic of that described in the GS-335, Computer Clerk and Assistant Series, and is properly classified using that standard. The General Schedule Supervisory Guide (GSSG) authorizes the prefix "Supervisory" for positions meeting or exceeding the criteria of the Guide for evaluation as supervisors. The appellant's position meets the criteria for coverage by the GSSG. The appropriate title for this position is Supervisory Computer Assistant.

### **Standard Determination**

Computer Clerk and Assistant Series, GS-0335, February 1980.

General Schedule Supervisory Guide, dated April 1993.

Administrative Work in the Information Technology Group, GS-2200, June 2001.

## **Grade Determination**

The GS-335 standard uses the Factor Evaluation System (FES) format. Under the FES, positions are evaluated on the basis of their duties, responsibilities, and the qualifications required in terms of nine factors common to non-supervisory General Schedule positions. A point value is assigned to each factor based on a comparison of the position's duties with the factor-level descriptions in the standard. Under FES, positions which significantly exceed the highest factor level or fail to meet the lowest factor level described in a classification standard must be evaluated by reference to the Primary Standard, contained in Appendix 3 of the Introduction to the Position Classification Standards. The Primary Standard is the "standard-for-standards" for FES.

The factor point values mark the lower end of the ranges for the indicated factor level. For a position factor to warrant a given point value, it must be fully equivalent to the overall intent of the selected factor-level description. If the position fails in any significant aspect to meet a particular factor-level description in the standard, the point value for the next lower factor level must be assigned, unless the deficiency is balanced by an equally important aspect which meets a higher level. The total points assigned are converted to a grade by use of the grade conversion table in the standard

### *Factor 1, Knowledge required by the position*

This factor measures the nature and extent of information or facts which the worker must understand to do acceptable work (e.g., steps, procedures, practices, rules, policies, theories, principles, and concepts) and the nature and extent of the skills needed to apply these knowledges.

At Level 1-6, the highest level described in the standard, in addition to the knowledge described at Level 1-5, employees use extensive knowledge of at least one multi, and typically several single, processor computer systems. They monitor processing work flow and diagnose and resolve error and problem conditions involving many program interrelationships and interlocking computer systems. This work requires extensive knowledge of computer equipment, internal computer processes, applications and utility programs, and magnetic media. It also requires knowledge of a wide range of analytical and diagnostic methods, procedures, and principles. Additionally, knowledge is required of some elements of programming, systems analysis, and equipment operations. These knowledges are used to identify the nature and source of problems occurring during processing and to plan and implement solutions. Employees at this level commonly use these knowledges to advise specialists in setting up run instructions and developing effective operating methods. Work at this level commonly involves taking action to order and interpret system dumps, order and implement back-up recovery procedures to replace faulty tapes or disks, reallocating equipment usage to work around equipment malfunctions, etc.

Level 1-6 is met. The appellant's work requires knowledge of a wide range of computer techniques, requirements, sources, and procedures. Extensive knowledge is needed of the current system

software, operating systems and application software packages that are supported by the COE. The work also requires extensive knowledge and troubleshooting skills necessary to monitor, operate, and maintain the organization's information systems equipment. The equipment supported includes microcomputers, minicomputers, scanners, laser and color printers, modems, terminals, and system file servers. The appellant must possess knowledge and skills related to telecommunications, LAN and WAN connections, ports and switches in order to maintain and troubleshoot systems interfacing and communicating with remotely located systems. The appellant uses this knowledge to identify the source of operational failures in the system and to take actions to resolve problems and restore operations. This knowledge of the equipment and system requirements is used to coordinate the installation of new systems or the upgrading of system components or infrastructure. This knowledge is also used to develop and provide management officials with recommendations for the acquisition of new equipment.

At Level 1-7, as described in the Primary Standard, the work requires a comprehensive, intensive, practical knowledge of a technical field, and skill in applying this knowledge to the development of new methods, approaches, or procedures.

Level 1-7 is not met. The appeal record contains no indications that the appellant's work requires the degree of knowledge and skill required to develop new methods, approaches, or procedures. Responsibility for the development of new systems and methods used by the organization is delegated to a higher level within Air Force. Although the appellant makes recommendations related to hardware/software acquisitions, these are in response to requirements established or imposed by the Air Force (which makes decisions regarding major hardware/software migrations) and/or the Communications Squadron (which has responsibility for LAN, WAN, and telecommunications equipment for the entire installation).

Level 1-6 is credited for 950 points.

### *Factor 2, Supervisory controls*

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work.

At Level 2-3, the highest level described in the standard, the supervisor provides directions 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 (programmers, operators, functional users) without supervisory review. The employee independently deviates from instructions to provide for situations such as lower and higher priorities and other changes based on past experience and flexibility within processing specifications. The employee commonly adapts or develops new work procedures and instructions for application by self and others. The employee will seek supervisory assistance and discuss problems related to the work such as when processing requests appear to exceed system capacity or could have adverse effect 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.

At Level 2-4, described in the Primary Standard, the supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. The employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating the work with others as necessary, and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress and potentially controversial matters.

The appellant's position exceeds Level 2-3 and meets Level 2-4. The supervisor, in consultation with the appellant, provides overall objectives, timeframes, deadlines and priorities for new work, and any shifts in staff and other resources necessary to carry out assignments. The appellant, based on his expertise in his line of work, has significant latitude to independently plan and carry out his assignments, interpret policies, procedures and regulations based on established mission objectives, resolve the majority of conflicts that arise, and integrate and coordinate his work with that of others. The appellant is responsible for determining the approaches to be taken and the methodology to be used in accomplishing his assignments. The appellant's recommendations related to acquisition of new hardware/software are forwarded to higher levels at the installation for review and approval. The supervisor is kept fully informed of work progress and issues that are potentially controversial or may have far reaching implications. The review of completed work is in terms of feasibility, compatibility with other work, and effectiveness in meeting requirements or achieving expected results.

Level 2-4 is credited for 450 points.

### *Factor 3, Guidelines*

This factor covers the nature of guidelines used in doing the work and the judgment that is needed to apply them.

At Level 3-3, the highest level described in the standard, 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 scheduling, adjusting to new or conflicting requirements, or to adapt to new hardware/software capacity.

Level 3-3 is met. Guidance available to the appellant consists of general agency program standards, handbooks and manuals; installation policies; and procedural materials provided by hardware/software manufacturers or vendors. Much of the guidance available is of a general nature and lacks specificity. The appellant is required to use judgment to interpret, adapt, and apply this



guidance; to determine which is more appropriate for resolving local problems relating to system operations; and to integrate new hardware/software into existing systems to maintain compatibility and accomplishing work.

At Level 3-4, as described in the Primary Standard, administrative policies and precedents are available but are stated in general terms. Guidelines for performing the work are scarce or of limited use. The employee uses initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or propose new policies.

Level 3-4 is not met. Although the appellant's work requires judgment in interpreting and applying available guidance, the appeal record does not indicate that the development of new methods, criteria, or policies is a function of this position. These functions are performed at higher levels in the agency.

Level 3-3 is credited for 275 points.

#### *Factor 4, Complexity*

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work.

Level 4-4, the highest level described in the standard, is distinguished from Level 4-3 by: (1) the variety and complexity of operating systems monitored; (2) the nature and variety of problems encountered and resolved; and (3) the nature of independent decisions made by the employee. The employee at this level typically monitors the operations of several major computer systems. Programs run on these systems are a mix of independent and interdependent applications. Employees at this level perform problem solving duties involving a wide range of problem or error conditions in equipment, program data, and processing methods and procedures. The diagnosis and resolution of error and problem conditions involve equipment configurations having different operating characteristics, a wide variety of data and programs, and many different processes and methods to arrive at solutions or develop new procedures. Decisions regarding what needs to be done include assessing unusual circumstances or conditions, developing variations in approach to fit specific problems, or dealing with incomplete or conflicting data. The employee makes decisions and devises solutions based on program, equipment, and systems knowledge.

Similar to Level 4-4, the appellant's work involves overall responsibility for the day-to-day operations of the organization's networked system. The system is comprised of two LAN's and four computer systems that provide automation support for the [Squadron's] mission. The system also provides the means for the organization to connect to and communicate with other networked systems which run different operating systems and have different equipment configurations, processing methods, and procedures. The appellant is responsible for resolving a wide variety of problems or error conditions related to these systems. He also has primary responsibility for

ensuring that new or upgraded systems and components interface and are compatible with existing hardware/software.

At Level 4-5, described in the Primary Standard, the work includes varied duties requiring many different and unrelated processes and methods that are applied to a broad range of activities or require substantial depth of analysis, typically for an administrative or professional field. Decisions regarding what needs to be done include major areas of uncertainty in approach, methodology, or interpretation and evaluation processes that result from such elements as continuing changes in program, technological developments, unknown phenomena, or conflicting requirements. The work requires originating new techniques, establishing criteria, or developing new information.

Level 4-5 is not met. Although the appellant works with systems that run different operating systems and have different equipment configurations, processing methods and procedures, the appeal record does not indicate that he is required to development new techniques, criteria, or information as described at this level. In addition, he is not typically faced with the degree of uncertainty or conflict described at Level 4-5.

Level 4-4 is credited for 225 points.

#### *Factor 5, Scope and effect*

This factor covers the relationship between the nature of the work and the effect of the work products or services both within and outside the organization.

Level 5-3, the highest level described in the standard, is distinguished from Level 5-2 by the addition of requirements for solving problems and answering technical questions about control, scheduling, and/or direct support functions. The problems encountered are conventional to data processing although solutions are not always covered by established or standardized procedures. Results of the work affect the efficiency of processing services and adequacy of products used in subsequent activities and processing procedures and methods.

Level 5-3 is met. The unit is responsible for supporting the [Squadron's] networked minicomputers, microcomputers, terminals, file servers, network communication devices, printers, etc., that interface with the installation LAN/WAN and remotely located networked systems of other organizations and agencies. The appellant provides assistance to local users of the systems and the base LAN/WAN in the event of system problems, provides training for new users and for new or updated systems, and coordinates and assists in the installation of new or revised systems. The appellant provides advice and assistance to users on operating problems and provides or arranges for training on various systems and applications. He reviews requests from managers for additional equipment and software and makes recommendations to higher levels based on compatibility with present systems, costs, and effectiveness in meeting the organization's needs. The services by the appellant affect the local computer operations of the [Squadron].

At Level 5-4, described in the Primary Standard, the work involves establishing criteria; formulating projects; assessing program effectiveness; or investigating or analyzing a variety of unusual conditions, problems, or questions. The work product or service affects a wide range of agency activities, major activities or industrial concerns, or the operations of other agencies.

Level 5-4 is not met. The appellant's work does not impact a wide range of agency activities, major activities or industrial concerns, or the operations of other agencies.

Level 5-3 is credited for 150 points.

#### *Factor 6, Personal contacts*

This factor considers face-to-face and telephone contacts with persons not in the supervisory chain.

At Level 6-2, the highest level described in the standard, contacts are with specialists and recipients of services who are employees of the same agency but outside the data processing organization; with employees of other agencies who use the facility; or with contractors' representatives such as vendor repair technicians or customer engineers. These contacts are structured and routine, and the role of each participant is readily determined.

Level 6-2 is met. The appellant's personal contacts are with employees within his immediate work unit, users within the [Squadron] and other installation organizations, counterparts and staff of other installations, staff members of agencies with systems the organization accesses, and representatives of vendors and contractors providing information systems related goods and services. These contacts are relatively structured and routine in nature and the roles of all parties involved are easily determined.

At Level 6-3, described in the Primary Standard, the personal contacts are with individuals or groups from outside the employing agency in a moderately unstructured setting. For example, the contacts are not established on a routine basis; the purpose and extent of each contact is different; and the role and authority of each party is identified and developed during the course of the contact. Typical of contacts at this level are those with persons in their capacities as attorney; contractors; or representatives of professional organizations, the news media, or public action groups.

Level 6-3 is not met. The appellant's contacts are not normally with the type of individuals described at this level nor do they involve the variety of issues intended to credit this level.

Level 6-2 is credited for 25 points.

#### *Factor 7, Purpose of contacts*

This factor deals with the purpose of the contacts selected in Factor 6.

At Level 7-2, the highest level described in the standard, the purpose of 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; or to plan user participation, methodology, and deadlines for new projects.

Similar to Level 7-2, the appellant's contacts are for the purpose of coordinating work, resolving hardware/software problems, providing technical advice and assistance to users, training new and existing users on new or upgraded systems hardware/software, and advising managers on issues related to automated systems, equipment and software acquisition.

At Level 7-3, described in the Primary Standard, the purpose of contacts is to influence, motivate, interrogate, or control people or groups. The people contacted may be fearful, skeptical, uncooperative, or dangerous.

Level 7-3 is not met. The appellant's contacts do not require motivating, interrogating, or controlling parties who are fearful, skeptical, or uncooperative.

Level 7-2 is credited for 50 points.

#### *Factor 8, Physical demands*

This factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities and the physical exertion involved in the work.

At Level 8-1, the work is generally sedentary, although there may be some nominal walking or standing for short periods of time, or carrying of light loads of papers, books, reports and the like that require only moderate physical ability and physical stress.

Level 8-1 is met. The appellant's work is sedentary in nature and involves some short periods of normal walking, standing and carrying light loads requiring moderate levels of physical exertion.

At Level 8-2, the position requires extended periods of standing, walking, stretching, bending, stooping or carrying loads of paper, tapes, or cards that may weigh as much as 45 pounds.

Level 8-2 is not met. The appellant does not routinely have extended periods of physical exertion.

Level 8-1 is credited for 5 points.

#### *Factor 9, Work environment*

This factor covers the risks and discomforts in the physical surroundings and the safety precautions needed.

At Level 9-1, the work involves common risks or discomforts requiring normal safety precautions typical of offices, meeting rooms, libraries, etc. The work area is adequately lighted, heated, and ventilated.

Level 9-1 is met. The majority of the appellant's work is performed in an adequately lighted, heated, and ventilated office environment. The work requires observance of normal safety precautions that are typical of offices.

At Level 9-2, some work involves moderate risk requiring exercise of safety precautions when operating or working around equipment with exposed moving parts. Special clothing or protective equipment is not required although there is moderate risk of bodily injury.

Level 9-2 is not met. The appellant is not routinely exposed to moderate risks requiring other than normal safety precautions.

Level 9-1 is credited for 5 points.

### **Factor Point Summary**

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. Knowledge Required by the Position	1-6	950
2. Supervisory Controls	2-4	450
3. Guidelines	3-3	275
4. Complexity	4-4	225
5. Scope and Effect	5-3	150
6. Personal Contacts and	6-2	25
7. Purpose of Contacts	7-2	50
8. Physical Demands	8-1	5
9. Work Environment	9-1	5
	Total	2,135

A total of 2135 points falls within the range for a GS-10, 2105 to 2350 points, according to the Grade Conversion Table in the GS-335 standard.

### ***SUPERVISORY DUTIES***

The GSSG is used to determine the grade of General Schedule (GS or GM) supervisory positions in grades GS-5 through GS-15. The guide is intended to measure the difficulty, complexity, and responsibility of work involved in the administrative and technical direction of others through the equivalent of an employer/employee relationship. The GSSG employs a factor-point evaluation method that assesses six factors common to all supervisory positions. To grade a position, each factor is evaluated by comparing the position to the factor-level descriptions for that factor and

crediting the points designated for the highest factor-level which is fully met, in accordance with the instructions specific to the factor being evaluated. The total points accumulated under all factors are then converted to a grade by using the point-to-grade conversion table in the guide. The appellant did not contest the agency's factor level determinations for his supervisory responsibilities. We have reviewed each factor and agree with the accuracy of the agency determination. Therefore, only a summary evaluation of the appellant's supervisory duties is provided.

### **Factor Point Summary**

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. Program Scope and Effect	1-2	350
2. Organizational Setting	2-1	100
3. Supervisory and Managerial Authority Exercised	3-2c	450
4. Personal Contacts		
A. Nature of Contacts	4A-1	25
B. Purpose of Contacts	4B-2	75
5. Difficulty of Typical Work Directed	5-3	340
6. Other Conditions	6-2	575
	Total	1,915

A total of 1915 points equates to GS-9, 1855 to 2100 points, according to the point-to-grade conversion chart in the GSSG.

### **Decision**

The non-supervisory work performed by the appellant equates to the GS-10 level, and the supervisory work equates to the GS-9 level. The non-supervisory work is grade-controlling, and this position is properly classified as Supervisory Computer Assistant, GS-335-10.