

Classification Appeal Decision
Under section 5112 of title 5, United States Code

Appellant: [appellant]

Agency classification: Computer Assistant
GS-335-7

Organization: Automation Management Branch
Information Management Division
[name] Army Medical Center
U.S. Army Medical Command
Department of the Army
[location]

OPM decision: Computer Assistant
GS-335-7

OPM decision number: C-0335-07-10

/s/ Robert D. Hendler

Robert D. Hendler
Classification and Pay Claims
Program Manager
Center for Merit System Accountability

April 14, 2009

Date

As provided in section 511.612 of title 5, Code of Federal Regulations (CFR), 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).

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[appellant's name and address]

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Introduction

On November 17, 2008, the Dallas Oversight and Accountability Group of the U.S. Office of Personnel Management (OPM) accepted a classification appeal from [appellant], submitted by his duly appointed representative, the President of AFGE Local [number]. The appellant is assigned to a position currently classified as Computer Assistant, GS-335-7, for the Automation Management Branch (AMB), Information Management Division (IMD), [name] Army Medical Center at [location]. The appellant believes his position should be classified as Information Technology Specialist, GS-2210-9/12. We received the complete administrative report from the agency on January 13, 2009. We have accepted and decided this appeal under section 5112 of title 5, United States Code.

Background

The appellant filed a grievance with his agency in January 2008 regarding the accuracy of his position description (PD). According to the appellant and his representative, the grievance had not been satisfactorily resolved as of January 13, 2009. With the appeal submitted to OPM, the appellant provided a list of duties he believes constitute an accurate description of the work he performs.

A PD is the official record of the major duties and responsibilities assigned to a position by an official with the authority to assign work. The Chief of IMD, the second-level supervisor, signed a statement verifying the official PD to which the appellant is assigned is complete and accurate. A position represents the duties and responsibilities that make up the work performed by an employee. Position classification appeal regulations permit OPM to investigate or audit a position and decide an appeal on the basis of the duties and responsibilities assigned by management and performed by the employee. An OPM appeal decision classifies a real operating position and not simply the work depicted in a position description. Therefore, this decision is based on the actual work assigned to and performed by the employee.

Position information

The IMD provides technical support to users of the computer systems/servers at the hospital and its outlying facilities. The appellant's position is located in the AMB of the IMD. Some of the systems/servers used by the hospital and supported by AMB include the Defense Medical Logistics Standard Support (DMLSS - a server-based application deployed to military treatment facilities throughout the world), Uniform Chart of Accounts Personnel Utilization System (UCAPUS - the standard Army automated system which collects and reports personnel hours for civilian, military, and contract personnel supporting military treatment facilities), Medical Expense and Performance Reporting System (MEPRS), Nutrition Management Information Systems (NMIS), Defense Blood Standard System (DBSS), Expense Assignment System (EAS) IV (version four of a cost-allocation tool used to provide standardized reporting of workload, expense, and staff-power data at the medical treatment facility level), Nurse Call System, and Overhead Paging Nurse Call system.

The appellant's position is supervised by the Chief of the AMB, who occupies a position classified by the agency as Computer Specialist, GS-2210-12 (converted to YC-2210-02 under the National Security Personnel System). Because the Chief has been on extended absence, employees in the AMB are currently supervised by the Chief of the Telecommunications Branch within the IMD. In addition to the appellant's position, the AMB includes a GS-11 systems administrator, a GS-11 network administrator, a GS-9 network specialist, two contract employees assigned as Local Area Network specialists, one lead mail clerk, and three mail clerks.

The appellant's major duties and responsibilities include providing technical support to users of software installed on computers; assisting in analyzing software system failures (troubleshooting and identifying the problem areas and planning for recovery of the system); monitoring in-house computer systems to identify potential problems; participating in studies to enhance operating system performance; assisting with the installation, testing, modification, troubleshooting, and repair of computer hardware; and responding to requests for service. The appellant performs simpler technical analysis of network problems and assists in adjusting and fine-tuning network configuration. He also provides instructions, assistance, and training to users regarding proper use of hardware and software systems. Training may be provided on a one-on-one basis or in small groups.

The appellant has primary responsibility for the DMLSS, UCAPERS, and EAS IV systems which must be operational 99 percent of the time. He performs daily and monthly maintenance on the systems, sets up workstations, assigns and resets passwords, assigns IP addresses, unlocks user accounts, installs upgrades, and takes action to resolve problems, such as replacing parts for modems, monitors, printers, or memory chips. He may lend miscellaneous software and hardware to users as needed or submit requests for purchase of parts and software. The appellant is responsible for determining problems with and taking corrective action/initiating repairs on the DMLSS system. He is responsible for the Nurse Call and Over Head Paging Nurse Call systems, maintaining server nodes within the facility, including replacement of alarm interface modules and signaling devices. He identifies UCAPERS and EAS IV problems, troubleshoots, initiates corrective action or initiates repairs. The appellant also serves as the backup for the installation's primary administrators for the DBSS and NMIS systems.

The appellant's PD and other materials of record provide more information about the duties and responsibilities and how they are performed. While the PD does not name the specific systems which the appellant monitors and provides user assistance, or provide specific details as to all of the assistance, e.g., set up work stations, assign and reset passwords, resolve operating problems, etc., it is adequate for classification purposes; and we incorporate it by reference into this decision. To help decide this appeal, we conducted a telephone audit with the appellant on February 27, 2009, and a telephone interview with the acting supervisor on March 5, 2009. In reaching our decision, we carefully considered all of the information gained from these interviews as well as written information provided by the appellant and the agency.

Series, title, and standard determination

The appellant disagrees with his agency's assignment of his position to the GS-335 series, which covers one-grade interval positions involving performance or supervision of data processing support and service functions for users of digital computer systems. Employees whose jobs are classified in the GS-335 series 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. Some computer assistants at full-performance levels perform duties similar to those assigned to entry- and trainee-level information technology (IT) specialist positions. Work in the GS-335 series typically requires knowledge of the scope, contents, and purposes of program documentation. It may also require knowledge of system hardware such as the number and kind of devices, operating speeds, and the amount of core and other equipment characteristics. This knowledge may be supplemented by knowledge of internal software routines. The appellant's work and the knowledge required to perform the work are similar to the description for GS-335 positions.

The appellant believes the work he performs meets the criteria in the 2210 series as described in the Job Family Position Classification Standard for Administrative Work in the Information Technology Group (JFS), 2200. Implicit in his appeal request is the use of the title System Administrator in the duty description portion of his performance standards. The appeal request included copies of those performance standards and copies of two position descriptions, one for IT Specialist (Customer Support), GS-2210-9, and another for IT Specialist (System Administrator), GS-2210-11.

The 2210 is a two-grade interval series for positions with responsibility to plan, design, develop, acquire, document, test, implement, integrate, maintain, or modify computer systems. This series covers only those positions where the paramount requirement is knowledge of IT principles, concepts, and methods; e.g., data storage, software applications, networking. For instance, network services work in the 2210 series focuses on planning, analysis, design, development, testing, quality assurance, installation, implementation, integration, maintenance and/or management of networked systems. Data management focuses on planning, developing, implementing and administering database systems. Customer support focuses on the planning and delivery of customer support services including installation, configuration, troubleshooting, customer assistance and/or training in response to customer requirements. Systems administration focuses on planning and coordinating the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems. Such functions may include planning and scheduling installation of new systems; managing accounts, network rights, and access to systems and equipment; implementing security procedures and tools; developing and documenting system standard operating procedures, etc.

In distinguishing between specialist and assistant work, the JFS notes that specialist positions may be established as developmental jobs with clear progression to higher grade levels as the specialist receives progressively more difficult assignments. These assignments require the application of a broad knowledge of information technology principles, concepts, and methods; a high degree of analytical ability; skill in problem solving; skill in communicating effectively, both orally and in writing; and an understanding of the interrelationships between the different IT

specialties. The record does not show that management's intent in establishing the appellant's position was to make it a developmental position with clear progression to a higher graded specialist position.

The JFS standard also excludes from the 2210 series positions with functions such as monitoring the operation of small networked systems; adding network users; updating passwords; installing or assisting users in installing commercial off-the-shelf software programs; configuring hardware and software according to instructions; running scheduled backups; troubleshooting minor problems; and responding to less complex user questions. This level of support work is assigned to the GS-335 series and closely matches the work assigned to and performed by the appellant.

Assistant positions support the work of specialists and require the application of established methods and procedures and practical knowledge, as opposed to the regular and recurring application of knowledge of IT principles, concepts, and methods required for 2210 positions. The appellant's position supports and augments the work of specialists in the systems administration, network, and customer support functions. Another indication of assistant work is the use of established methods and procedures. The appellant operates within established methods, procedures, and guidelines characteristic of assistant positions, and he seeks assistance from the supervisor, IT specialists at either the local level or headquarters, or computer/software vendors if he encounters a technical problem that cannot be resolved by applying and/or making minor modifications to standard operating procedures and guidelines.

The appellant's position does not fully meet the requirements for assignment to the 2210 series. While the appellant possesses and applies a sound practical knowledge of hardware and software functions and capabilities in order to provide advice and assistance to personal computer users on various computer applications, his duties do not require (1) the in-depth knowledge of information technology principles, concepts, and methods sufficient to plan, analyze, design, develop, test, configure, implement, and maintain systems and activities or (2) the knowledge sufficient to provide comprehensive customer support functions and services to the extent described in the 2200 JFS. Positions like the appellant's that assist customers in installing and configuring desktop systems, monitoring the operation of networked systems, configuring hardware and software according to instructions, and resolving problems in accordance with established procedures do not meet the paramount knowledge criteria for coverage by the 2210 series and are excluded from coverage by the 2200 JFS.

The appellant's position is properly allocated as Computer Assistant, GS-335.

Grade determination

The GS-335 position classification standard (PCS) uses the Factor Evaluation System format, under which factor levels and accompanying point values are assigned for each of the nine factors with the total then being converted to a grade level by use of the grade-conversion table provided in the standard. The factor point values mark the lower end of the ranges for the indicated factor levels. For a position 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, the point value for the next lower factor level

must be assigned, unless the deficiency is balanced by an equally important aspect that meets a higher level. The total is converted to a grade level 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 that employees 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 that knowledge.

At Level 1-5, employees carry out limited specialized projects and assignments using knowledge of fundamental data processing methods, practices, and techniques in work involving development, test, implementation, and modification of computer programs and operating procedures. Employees also use knowledge of data content and output options for a variety of program applications processed on multiprogram operating systems. Employees use knowledge of time-sharing, remote job entry, batch and demand processing for work such as allocating core or writing new program documentation and operating procedures. Work at this level involves using knowledge as the basis for analysis and decision-making in several fundamental settings.

In addition to the knowledge described at Level 1-5, employees at Level 1-6 use extensive knowledge of at least one multiprocessor 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. The work at this level encompasses many of the problem solving aspects of specialist work concerned with effective program implementation and processing except those requiring programming corrections or equipment repair. 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. In addition, knowledge is required of some elements of programming systems analysis, and equipment operations. The knowledge is used to identify the nature and source of problems occurring during processing and to plan and implement solutions. Employees at this level commonly use this knowledge to advise specialists in setting 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.

The level of knowledge required for the appellant's position is consistent with Level 1-5. The appellant uses knowledge of a variety of administrative and technical program applications to identify, research, and resolve problems or errors, within his assigned authority, and provides guidance and instructions to users who require assistance. While the appellant troubleshoots workstations which interface with the servers, identification and resolution of problems are performed within established guidelines and procedures. The knowledge needed to assist users in overcoming software problems requires only some of the knowledge indicative of Level 1-6. The appellant adapts, configures, and tests computer software and hardware within the context of established techniques and precedents as indicative of positions at Level 1-5.

The appellant's position does not fully meet Level 1-6. Assistants at this level typically perform more independent problem analysis and decision making than is evident in the appellant's position. Analyses and decision-making activities that are indicative of Level 1-6 include diagnosing and resolving error and problem conditions involving many program interrelationships and interlocking computer systems; e.g., applications that interface with varied configurations of hardware and software. Interlocking systems present greater difficulties in tracking and correcting problems and, potentially, can cause difficulties for everyone using the system. The absence of this level of complexity from the appellant's position precludes it from meeting the full intent of Level 1-6. While the work performed by the appellant does involve monitoring, diagnosing, and resolving error and problem conditions, the work does not involve a wide range of analytical and diagnostic methods, procedures, and principles typical of Level 1-6. The computer knowledge required for the appellant's work is also limited by the presence of the supervisor and IT specialists at the local level and at headquarters. These resources are available to assist in resolving the more difficult, complex problems or error conditions involving an extensive knowledge of computer equipment, internal computer processes, applications and utility programs, and magnetic media or the wide range of analytical and diagnostic methods, procedures, and principles requiring knowledge above Level 1-5.

While the appellant's involvement with development of proposals to either upgrade or replace the Nurse Call system approaches Level 1-6, the record fails to show such activity is regular and recurring work for the appellant's position. In contrast, the duties relating to daily and monthly maintenance of the automated systems require knowledge comparable to Level 1-5. The appellant inspects the devices to determine whether they need to be repaired or replaced and then refers the situation to the supervisor for further action. Although some of the appellant's tasks and knowledge required to perform those tasks exceed Level 1-5 as shown in the PCS, they do not fully meet the intent of Level 1-6. Therefore, Level 1-5 is credited for 750 points.

Factor 2, Supervisory Controls

This factor covers the nature and extent of direct and indirect controls exercised by the supervisor, the employee's responsibility, and the degree to which work is reviewed by the supervisor.

At Level 2-2, the supervisor gives instructions for nonrecurring work assignments, deviations from normal schedules, or new procedures. Within established procedures the employee independently performs recurring work making adjustments to accommodate deviations in work methods based on experience and precedent actions. Unfamiliar situations or deviations from established practices are referred to the supervisor or computer specialists for resolution. Completed work is reviewed on the basis of system reports, customer comments, and specialist or operator notification of problems during processing. Review is to determine that the employee has used proper procedures and methods, and that the work is completed within established deadlines.

At Level 2-3, 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

(programmers, operators, functional users) without supervisory review. Employees at this level independently deviate from instructions to provide for unspecified dependencies, lower or higher priorities, extended run time, additional core and other changes based on past experience and flexibility within processing specifications. At this level, employees commonly adapt or develop new work procedures and instructions for application by themselves and others. They seek supervisory assistance and discuss problems related to the work when processing requests appear to exceed system capacity (I/O requirements, excessive core, throughput time) or could have adverse effect on other processing requirements (excessive level of priority, equally important but conflicting requirements against the same data base or program). Completed work is reviewed for conformity to deadlines and accepted practices on the basis of responses from technical and functional users regarding the quality and accuracy of work products. Work methods are not normally reviewed unless a recurring, common pattern of problems develops.

The supervisory controls over the appellant's position are comparable to Level 2-2. The appellant independently carries out recurring assignments within the boundaries defined by the supervisor. Situations that are unfamiliar or deviate from established practices are referred to the supervisor or IT specialist either locally or at the headquarters level. Much of the appellant's work is reviewed on the basis of feedback from system users. The appellant's tasks and the boundaries within which the work is performed fully meet, but do not exceed, Level 2-2. Level 2-3 is not met, as the work situation does not require the appellant to adapt or develop new work procedures and instructions for his own use or for application by others on a regular and recurring basis within the meaning of the position classification system.

Level 2-2 is credited for 125 points.

Factor 3, Guidelines

This factor covers the nature of guidelines and the judgment needed to apply them.

At Level 3-2, guidelines are in the form of terminal and other equipment manuals, program run book, flow charts, master schedules, and others that are detailed as to what is to be done. Selection of appropriate guidelines is usually clear. However, guidelines may provide for judgmental deviations in the work, such as alternative methods for coding, applying system control language, or performing retrieval through a terminal. Digression from guidelines which has not been established by experience and precedent action is referred to the supervisor.

Level 3-3, the highest level described in the standard, includes working 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 develop 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 a new hardware or software capability.

Like Level 3-2, the appellant's guidelines include standard operating procedures, manuals and documentation for hardware and software, a "how-to" guide (e.g., instructions on how to add a

user), and program run book. As at Level 3-2, the appellant uses judgment to select the guideline appropriate for the work to be accomplished or issue to be addressed. Deviations from the guides which have not been previously established are referred to supervisor or a higher grade specialist either locally or at higher headquarters. While the appellant uses judgment to select applicable guidance, the appellant does not adjust, modify, adapt, or develop new guidelines for new processes or to resolve unusual problems. These functions are reserved to higher level specialists.

Level 3-2 is credited for 125 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.

At Level 4-3, the employee performs a variety of tasks involving discrete methods and procedures, or a variety of related tasks that require a sequent of actions involving differing methods and procedures. The decision regarding what is to be done results from studying each job order, assignment, or processing problem situation. The employee identifies the sequence of standard and variable procedures and methods needed to prepare and process the request or to resolve error conditions. Actions to be taken differ according to the equipment or program system appropriate to satisfy the request and whether the job is processed in batch or time sharing mode. An example of work at this level includes explaining system capabilities, limitations, and output variations to users and resolving problems for users who encounter system related problems during remote processing.

Level 4-4 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. At this level, the employee typically monitors the operations of several major computer systems. Programs run on these systems are a mix of independent and interdependent applications. Specifically, 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. This diagnosis and resolution of error and problem conditions involves 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 the specific problems or dealing with incomplete or conflicting data. For example, in cases of major equipment failure or excessive/unexpected amounts of input data, the employee commonly takes a series of actions affecting a number of programs. This can include transferring programs to other computer systems, removing jobs from an operating schedule, reassigning equipment allocations to work around program software or equipment deficiencies and other similar actions. The employee makes decisions and devises solutions based on program, equipment, and systems knowledge, which involves interpreting considerable data to identify the problems, planning and implementing solutions, and refining or designing operating methods or techniques.

Level 4-3 is fully met as the appellant's work involves a variety of tasks with discrete methods and procedures, and the appellant is required to select appropriate procedures to complete assignments, such as troubleshooting to determine why a patient's nurse call button does not work, setting up and maintaining users' software and hardware components, unlocking a system when too many users attempt to use the system simultaneously, and assigning passwords. The appellant provides one-on-one or group training to system users and responds to inquiries which are sent to the help desk that are within his purview. Duties are performed within the confines of established protocol. After identifying a problem, the appellant determines whether the problem can be accomplished through routine or standard corrective procedures, which may include obtaining information from hardware and software manufacturers, vendors, and relevant Web sites. When a problem cannot be resolved by using established procedures, the appellant seeks assistance from the supervisor or IT specialists to arrive at a solution.

The appellant's duties do not involve working with the variety of associated interrelated systems and programs envisioned at Level 4-4. Even though the appellant is responsible for resolving a range of problems or error conditions, the problems are not of the unusual nature, magnitude, or complexity as those typically found in major computer systems. Employees at Level 4-4 make decisions and devise solutions based on identifying the problems, planning and implementing solutions, and refining or designing operating methods or techniques. In contrast, the appellant does not develop new procedures or make independent decisions outside the boundaries that have been established for his work. The complexity of the appellant's duties does not fully meet Level 4-4.

Level 4-3 is credited for 150 points.

Factor 5, Scope and Effect

This factor covers the relationship between the nature of the work (e.g., the purpose, breadth, and depth of the assignment) and the effect of work products or services both within and outside the organization.

Level 5-3, which is the highest level described in the PCS, 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 and error conditions encountered are conventional to data processing although solutions are not always covered by established or standardized procedures. Work results affect the efficiency of processing services, adequacy of products used in subsequent activities, and processing procedures and methods.

The appellant's work meets but does not exceed Level 5-3. Similar to Level 5-3, the appellant's duties involve resolving a range of problems in accordance with established criteria, answering technical questions, troubleshooting hardware and software problems, and providing system access (e.g., unlocking the system and assigning new passwords). The appellant's work affects activities within the hospital and associated outlying facilities.

Factor 6, Personal Contacts

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

The appellant's contacts meet but do not exceed Level 6-2, which is the highest level described in the PCS. At Level 6-2, contacts are with specialists and recipients of services who are employees of the same agency but outside the immediate organization, employees of other agencies who use the facility, or contractors' representatives such as vendor repair technicians. Contacts are structured and routine where the role of each participant is readily determined. Like Level 6-2, the appellant's contacts include members of the hospital staff, employees at local and higher levels within the agency, help desk users and operators, hardware and software vendors, and equipment repair technicians. These contacts usually take place in a moderately structured setting similar to the Level 6-2 description.

Level 6-2 is credited for 25 points.

Factor 7, Purpose of Personal Contacts

The purpose of contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. Personal contacts serving as the basis for the level selected for this factor must be the same as the contacts serving as the basis for the level selected for Factor 6.

The appellant's position meets but does not exceed Level 7-2, which is the highest level described in the PCS. As at Level 7-2, the purpose of the appellant's contacts is to exchange and provide factual information, coordinate work, explain options, clarify instructions, resolve hardware and software problems, and provide technical advice, guidance, and training to new and existing users on a range of hardware- and software-related issues.

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 assignments.

As at Level 8-1, the appellant's work is generally sedentary although there may be some walking or standing for short periods of time and carrying light loads that require only moderate physical ability and physical stress. The appellant may stand for one to two hours while coordinating with headquarters personnel by telephone to resolve a problem with a server. He may lift and carry computer equipment, such as a laptop. The appellant's work does not regularly require the physical exertion described at Level 8-2 for prolonged standing, stooping, or crouching or for carrying supplies and equipment that may weigh as much as 45 pounds.

Level 8-1 is credited for 5 points.

Factor 9, Work Environment

This factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required.

Like Level 9-1, the appellant's work environment is comparable to that found in a typical office setting. He performs work in an office with adequate light, heat, and ventilation. In contrast to Level 9-2, the appellant's work environment does not involve the level of risk or require special safety precautions, special clothing, or protective equipment as expected at this level.

Level 9-1 is credited for 5 points.

Summary

<i>Factor</i>	<i>Level</i>	<i>Points</i>
1. Knowledge Required by the Position	1-5	750
2. Supervisory Controls	2-2	125
3. Guidelines	3-2	125
4. Complexity	4-3	150
5. Scope and Effect	5-3	150
6. Personal Contacts	6-2	25
7. Purpose of Personal Contacts	7-2	50
8. Physical Demands	8-1	5
9. Work Environment	9-1	<u>5</u>
<i>Total</i>		1,385

A total of 1,385 points falls within the GS-7 range (1,355 to 1,600) on the grade conversion table in the standard.

Decision

The position is properly classified as Computer Assistant, GS-335-7.