POSITION DESCRIPTION SUMMARY

PD Tracking   29217

Series, Title and Grade   0390   Telecommunications Equipment Operator   GS-08

Department   Veterans Affairs

Introduction Statement

This position is located at an assigned Veterans Administration medical facility and is concerned with using a computer system dedicated to telecommunications to get messages promptly and smoothly to their proper destinations, using knowledge of computer operating and message processing procedures.

Major Duties

Operates a console of a computerized system for sending and receiving or relaying messages, and uses computer commands to restart or reload system after scheduled or unscheduled outages. Monitors systems status and performance by interpreting referred log and hardware equipment from on line to off line modes. Performs operator maintenance on assigned equipment by replacing paper and ribbons, inspecting equipment for malfunctions, clearing paper jams, replacing filters and lamps, and cleaning equipment and position.	25%

Selects alternate routes based on systems configurations, security level, and type of information to be passed when communications problems can not be resolved immediately. Identifies and Isolates specific problems and requests appropriate vendor and programmer   25%

Conducts quality and continuity tests of the secure voice systems. Conducts pretests within the VA and pertinent hospitals and medical facilities.   25%

Recognizes software and hardware problems and takes actions to circumvent problems and switches to previous software version to continue message flow and implements backup, restart, and recovery. Assesses conflicting problem indicators, considers alternate routes and equipment configurations, and adjusts for message load, precedence, and security levels. Realigns equipment configurations to work around hardware or circuit malfunctions to avoid excessive outages. Recovers program for machine stoppage, error light warnings, and system abort. Holds low priority messages in off line memory to prevent system overloads, to switch to alternate equipment when peripheral device breaks down, and respond to error message.   25%

Factor Levels

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

The work requires an in-depth knowledge of computer operating systems, procedures, and diagnostic or troubleshooting techniques, and knowledge of precedent situations to isolate and solve unusual and difficult problems. Employees use skill in computer operation to maintain the flow of messages through a computerized telecommunications relay system, find alternative solutions when common solutions fail, and use nonstandard controls when

standardized operator controls and procedures do not isolate and solve problems.

Factor 2　　　Supervisory Controls　　　　　　　　　Factor Level 2-3　　275 pts.
The supervisor provides general instructions to cover anticipated problems and assists the employee with high priority, unusually complex problems, such as system outages that do not respond to standard or other precedented combinations of computer commands. The employee identifies problems, make decisions under pressure to restore system operation promptly, and take corrective action. This sometimes requires adapting and modifying operating procedures. The supervisor reviews completed work for adequacy of technical decisions and timeliness of actions taken.

Factor 3　　　Guidelines　　　　　　　　　　　　　　Factor Level 3-3　　275 pts.
Manuals, guidelines, and procedures are available and cover recurring work. For example, the guides cover normal equipment problems and provide corrective operator commands and procedures. They list the usual error codes that appear on the screen or on printouts and show the appropriate remedial actions to keep messages flowing smoothly through the switching or relay center. The guidelines do not apply completely to unusual problems. They provide only general guidance for situations not previously encountered. Employees must use judgment in adapting or deviating from operating manuals and established procedures and in finding related precedents to solve unusual problems, such as conflicting error messages or program deficiencies.

Factor 4　　　Complexity　　　　　　　　　　　　　　Factor Level 4-3　　150 pts.
The employee operates a computer system dedicated to relaying messages. The work involves solving operating problems that do not respond to standard computer console command combinations and procedures. These may include problems referred by subscribing telecommunications centers. The employee uses diagnostic test programs to isolate the causes of problems, choose a course of action likely to succeed from among several alternatives, and adapt it as necessary to the specific conditions. Decisions require assessment of conflicting problem indicators; consideration of any alternative routes or equipment configurations that have already been employed to solve previous problems; and adjustment for message load, precedence, and security levels.

Factor 5　　　Scope and Effect　　　　　　　　　　　Factor Level 5-3　　150 pts.
The purpose of the work is to keep message traffic flowing to a worldwide system by promptly diagnosing, solving, or circumventing hardware and software problems in accordance with established policies and tight deadlines. The work affects the flow of message traffic worldwide and can affect the timely delivery of a large volume medical information to and from several telecommunications centers.

Factor 6/7　　　Personal Contacts/Purpose of Contacts　　　Factor Level 2b　　75 pts.
Contacts are with users of the telecommunications system, with programmers, and with employees in other telecommunications centers, switching centers, and relay centers. Some of the contacts occur regularly and others only as problems occur, such as failure of messages to go through the system. The purpose of the contacts is to work with others in solving problems, such as outages that employees in connected telecommunications centers cannot solve for themselves or software problems that require interaction with programmers.

Factor 8　　　Physical Demands　　　　　　　　　　　Factor Level 8-1　　5 pts.
The work is usually sedentary but may involve some standing and walking. The employee may occasionally lift heavy items, such as boxes of paper weighing about thirty pounds, when performing minor maintenance of peripheral equipment.

Factor 9　　　Work Environment　　　　　　　　　　　Factor Level 9-1　　5 pts.
The work is normally performed in a well-lighted and temperature controlled room. There is a fairly high noise level, but normal safety precautions are sufficient.

Factor Points   1685

Position Classification Standard Used
Telecommunications Processing Series, 390, TS-110 November 1981