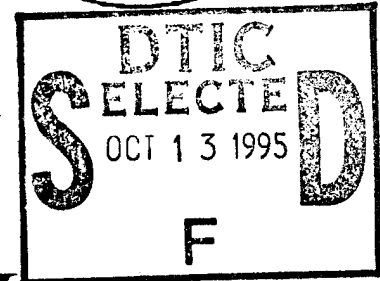


**UNITED STATES
AIR FORCE**



OCCUPATIONAL SURVEY REPORT

COMMUNICATION-COMPUTER SYSTEMS OPERATOR

AFSC 3C0X1

AFPT 90-491-008

JUNE 1995

**OCCUPATIONAL ANALYSIS PROGRAM
AIR FORCE OCCUPATIONAL MEASUREMENT SQUADRON
AIR EDUCATION and TRAINING COMMAND
RANDOLPH AFB, TEXAS 78150-4449**

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PREFACE

This report presents the results of an Air Force Occupational Survey of the Communications-Computer Systems Operator (AFSC 3C0X1) career ladder. Authority to conduct occupational surveys is contained in AFI 36-2623. Computer products used in this report are available for use by operations and training officials.

First Lieutenants Shannen M. Karpel and Callie J. Molloy, Inventory Development Specialists, developed the survey instrument. First Lieutenant Blair W. Conroy, Occupational Analyst, analyzed the data and wrote the final report. Mr. Wayne Fruge provided computer programming support, and Ms. Linda McDonald and Ms. Sharon Slayton provided administrative support. Major Randall C. Agee, Chief, Airman Analysis Section, Air Force Occupational Measurement Squadron (AFOMS), reviewed and approved this report for release.

Copies of this report are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies are available upon request to the AFOMS, Attention: Chief, Occupational Analysis Flight (OMY), 1550 5th Street East, Randolph AFB, Texas 78150-4449 (DSN 487-6623).

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SUMMARY OF RESULTS

1. **Survey Coverage:** Members of the Communications-Computer Systems Operator (AFSC 3C0X1) career ladder were surveyed to obtain current task and equipment data for use in examining training programs. Survey results are based on responses from 2,809 members worldwide. All commands were proportionately represented.
2. **Career Ladder Structure:** Structure analysis identified seven clusters of jobs and four independent jobs. All seven clusters and two of the jobs were directly involved in performing the operating and support of communications-computer systems. These jobs account for 85 percent of respondents, the rest perform tasks and duties that did not place them within the main jobs of the ladder.
3. **Career Ladder Progression:** Personnel at the 3- and 5-skill levels perform many tasks in common, and both groups spend the vast majority of their relative job time operating communications-computer systems across a wide variety of different jobs. At the 7-skill level, although members still perform a substantial amount of routine day-to-day communications-computer operations, a shift toward supervisory functions is evident.
4. **Training Analysis:** The Specialty Training Standard (STS) is generally supported, although the addition of several new functions, such as network administration, will have to be added to the job inventory and analyzed in the next cycle.
5. **Job Satisfaction Analysis:** Overall, respondents are satisfied with their jobs when compared to previous studies of this career ladder. Similar findings were noted when this career field was compared with responses from a representative sample of similar AFSCs. Respondents within specialty job groups, for the most part, are satisfied. Members in their first enlistment, however, showed noticeably lower job satisfaction ratings than other TAFMS groups within the survey sample and those in a comparative sample.
6. **Implications:** The Communications-Computer Systems Operator career ladder has shifted emphasis over the past 5 years. In the previous survey, Computer Operations and Communications Operations were the two major functions of the career ladder. As of January 1994, Computer Operations has dropped from 30 percent of the ladder to 14 percent, while Network Administration has grown to 10 percent from zero since it was not identified in the previous survey of the ladder. Communication with the Air Force Career Field Manager and Technical Training management indicates the mainframe responsibilities are rapidly declining along with the large Record Communications functions of the past. The Training environment in the next several years will also change rapidly to keep up with the these new computer and communication systems.

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**OCCUPATIONAL SURVEY REPORT (OSR)
COMMUNICATIONS-COMPUTER SYSTEMS OPERATOR CAREER LADDER
AFSC 3C0X1**

INTRODUCTION

This is a report of an occupational survey of the Communications-Computer Systems Operator (AFSC 3C0X1) career ladder conducted by the Occupational Analysis Flight of the Air Force Occupational Measurement Squadron. The survey was performed to provide information to support career field training documents. Data gathered through this OSR have already been used by the technical school to review their training courses and related training documents in light of equipment and utilization changes which have occurred since the last OSR in 1988.

Background

The AFMAN 36-2108 *Specialty Descriptions* for this career field state that 3- and 5-skill level members are responsible for preparing communications-computer systems for operation, operating consoles, performing system product control, and authorized operator maintenance of peripheral equipment. In addition, 3- and 5-skill level members troubleshoot problems occurring on various communications-computer machines.

In addition to the above, 7-skill level members are also responsible for planning and scheduling, supervising, evaluating and assisting, and controlling communications-computer systems activities.

Entry into the career ladder is from Basic Military Training School (BMTS) through a 70 day formal training course conducted at Keesler AFB MS. Resident ABR training includes principle-centered training relating to: Communications-Computer Systems career ladder, security, internal coding systems, internal data flow, computer network principles, computer system components and configurations, and peripheral equipment and storage media.

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SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this occupational survey was USAF Job Inventory (JI) AFPT 90-491-008, dated June 1993. A tentative task list was prepared after reviewing pertinent career ladder publications and directives, and tasks from previous applicable OSRs. The preliminary task list was refined and validated through personal interviews with 41 subject-matter experts (SMEs) selected to cover a variety of major commands (MAJCOMs) at the following locations:

<u>BASE</u>	<u>ORGANIZATION</u>
Keesler AFB MS	333 TCHTS/TTCCO
Little Rock AFB AR	314 CS/SCYO
Falcon AFB CO	50 OG/CCC
Tinker AFB OK	552 ACS/ACE
Kelly AFB TX	6900 CG/SCOO
Randolph AFB TX	12 CS/SC
Gunter AFB AL	SSC/SSQT

Other people contacted included Air Force Military Personnel Center (AFMPC) classification personnel, MAJCOM functional and resource managers, and the Air Force Career Field Manager.

The resulting JI contained a comprehensive listing of 500 tasks grouped under 18 duty headings, with a background section requesting such information as grade, job title, time in present job, time in service, job satisfaction, data processing system used, and forms used in the performance of the incumbent's job.

Survey Administration

From August 1993 to January 1994, military personnel flights at operational bases worldwide administered the inventory to a stratified random sample of half of all eligible AFSC 3C0X1 personnel (active duty). Members eligible for the survey consisted of the total assigned 3-, 5-, and 7-skill level population, excluding the following: (1) hospitalized personnel; (2) personnel in transition for a permanent change of station; (3) personnel retiring within the time the inventories were administered to the field; and (4) personnel in their jobs less than 6 weeks. Members of the Air National Guard and Air Force Reserve were also surveyed. Participants were selected from a computer-generated mailing list obtained from AFMPC.

Each individual who completed the inventory first filled in an identification and biographical information section and then checked each task performed in his or her current job. After checking tasks performed, each individual rated the tasks checked on a 9-point scale showing relative time spent on that task, compared to other tasks performed. The ratings ranged from 1 (very small amount time spent) to 9 (very large amount time spent).

Data Processing Approach

Using the ratings provided by the respondents, relative time spent for each task was computed by summing all the ratings given by the respondent, dividing each rating by that sum, and multiplying the result by 100. Assuming that all of the incumbent's ratings account for 100 percent of that member's job time, this procedure provides basis for comparing job descriptions of respondents in terms of percent members performing tasks and average percentage of time spent on tasks.

Survey Sample

Personnel were selected to participate in this study so as to ensure an accurate representation across MAJCOMs and paygrades. Tables 1 and 2 reflect the percentage, by MAJCOM, of assigned and sampled individuals in AFSC 3C0X1. The 2,809 respondents in the final sample represent 38 percent of all eligible AFSC 3C0X1 personnel. These data are displayed showing the assigned and sampled populations, based on the current MAJCOM structure. Table 2 reflects the percentage distribution by paygrade groups. As shown by both tables, the survey sample accurately reflects the overall population of the career field.

Task Factor Administration

Job descriptions alone do not provide sufficient data for making decisions about career ladder documents or training programs. Task factor information is needed for a complete analysis of the career ladder. To obtain the needed task factor data, selected senior AFSC 3C0X1 personnel (generally E-6 or E-7 technicians) also completed a second booklet for either training emphasis (TE) or task learning difficulty (TD). The TE and TD booklets were processed separately from the JIs. The information gained from these task factor data is used in various analyses and is a valuable part of the training decision process.

Training Emphasis (TE). Individuals completing TE booklets were asked to rate tasks on a 10-point scale (from no training required to extremely high amount of training required). TE is a rating of which tasks require structured training for first-enlistment personnel. Structured training is defined as training provided at resident technical schools, field training detachments (FTD), mobile training teams (MTT), formal on-the-job training (OJT), or any other organized training method. TE data were independently collected from 36 experienced 7-skill level personnel stationed worldwide. The interrater reliability for these raters was acceptable, indicating there

TABLE 1

MAJCOM REPRESENTATION IN SAMPLE

<u>COMMAND</u>	<u>PERCENT OF ASSIGNED</u>	<u>PERCENT OF SAMPLE</u>
ACC	21	20
PACAF	10	10
AFSPACECOM	10	9
USAFE	9	12
AFMC	9	7
AMC	8	10
AIA	7	5
AFELM	7	3
AETC	5	7
OTHER	14	17

Number of Assigned:	8,499
Number Surveyed:	3,742
Number in Sample:	2,809
Percent of Assigned in Sample:	33%
Percent of Survey in Sample:	75%

* Denotes less than 1 percent

TABLE 2

PAYGRADE DISTRIBUTION OF SAMPLE

<u>PAYGRADE</u>	<u>PERCENT OF ASSIGNED</u>	<u>PERCENT OF SAMPLE</u>
E-1 to E-3	20	18
E-4	31	36
E-5	26	25
E-6	14	13
E-7	9	7
E-8	*	*
E-9	*	*

was strong agreement among raters as to which tasks required some form of structured training and which did not. In this survey, tasks have an average TE rating of 2.16 and a standard deviation of 1.71; tasks considered high in TE have ratings of 3.87 and above. TE rating data may also be used to rank order tasks indicating those which senior NCOs in the field consider the most important for first-enlistment personnel to be trained to perform.

Task Difficulty (TD). Each individual completing a TD booklet was asked to rate all of the tasks on a 9-point scale (from extremely low to extremely high) as to the relative difficulty of each task in the inventory. Difficulty is defined as the length of time required by the average incumbent to learn to do the task. TD data were independently collected from 43 experienced 7-skill level personnel stationed worldwide. Interrater reliability was acceptable. Ratings were standardized so tasks have an average difficulty of 5.00 and a standard deviation of 1.00. The resulting data yield essentially a rank-ordering of tasks indicating the degree of difficulty for each task in the inventory.

When used in conjunction with the primary criterion of percent members performing, TD and TE ratings can provide insight into first-enlistment personnel training requirement. Such insight may suggest a need for lengthening or shortening portions of instruction in support of first-enlistment jobs.

CAREER LADDER STRUCTURE

The first step in the analysis process is to identify the structure of the career ladder in terms of the jobs performed by the respondents. The Comprehensive Occupational Data Analysis Programs (CODAP) assist by creating an individual job description for each respondent based on the tasks performed and relative amount of time spent on these tasks. The CODAP automated job clustering program then compares all the individual job descriptions, locates the two descriptions with the most similar tasks and time spent ratings, and combines them to form a composite job description. In successive stages, CODAP either adds new members to this initial group or forms new groups based on the similarity of tasks and time spent ratings.

The basic group used in the hierarchical clustering process is the job. When two or more jobs have a substantial degree of similarity in tasks performed and time spent on tasks, they are grouped together and identified as a cluster. The structure of the career ladder is then defined in terms of jobs and clusters of jobs.

Overview of Specialty Jobs

Based on the analysis of tasks performed and the amount of time spent performing each task, seven clusters of jobs and four independent jobs were identified within the career ladder. Figure 1 illustrates the jobs performed by AFSC 3C0X1 personnel.

A listing of these jobs and job clusters is provided below. The stage (STG) number shown beside each title references computer printed information, the letter "N" indicates the number of personnel in each group.

- I. CONSOLE OPERATIONS CLUSTER 14% (STG266, N=387)
 - A. Basic Console Operator Job (STG497, N=184)
 - B. Operations and Security Job (STG559, N=7)

- II. RECORD COMMUNICATIONS CLUSTER 31% (STG204, N=866)
 - A. Message Processing Job (STG414, N=660)
 - B. Security and Supervision Job (STG311, N=128)
 - C. Mobile Communications Job (GP75, N=81)

- III. DATABASE/NETWORK ADMINISTRATION CLUSTER 10% (STG67, N=268)
 - A. Database Manager Job (STG355, N=111)
 - B. Network Administration Job (STG397, N=52)

AFSC 3C0X1 CAREER LADDER JOBS

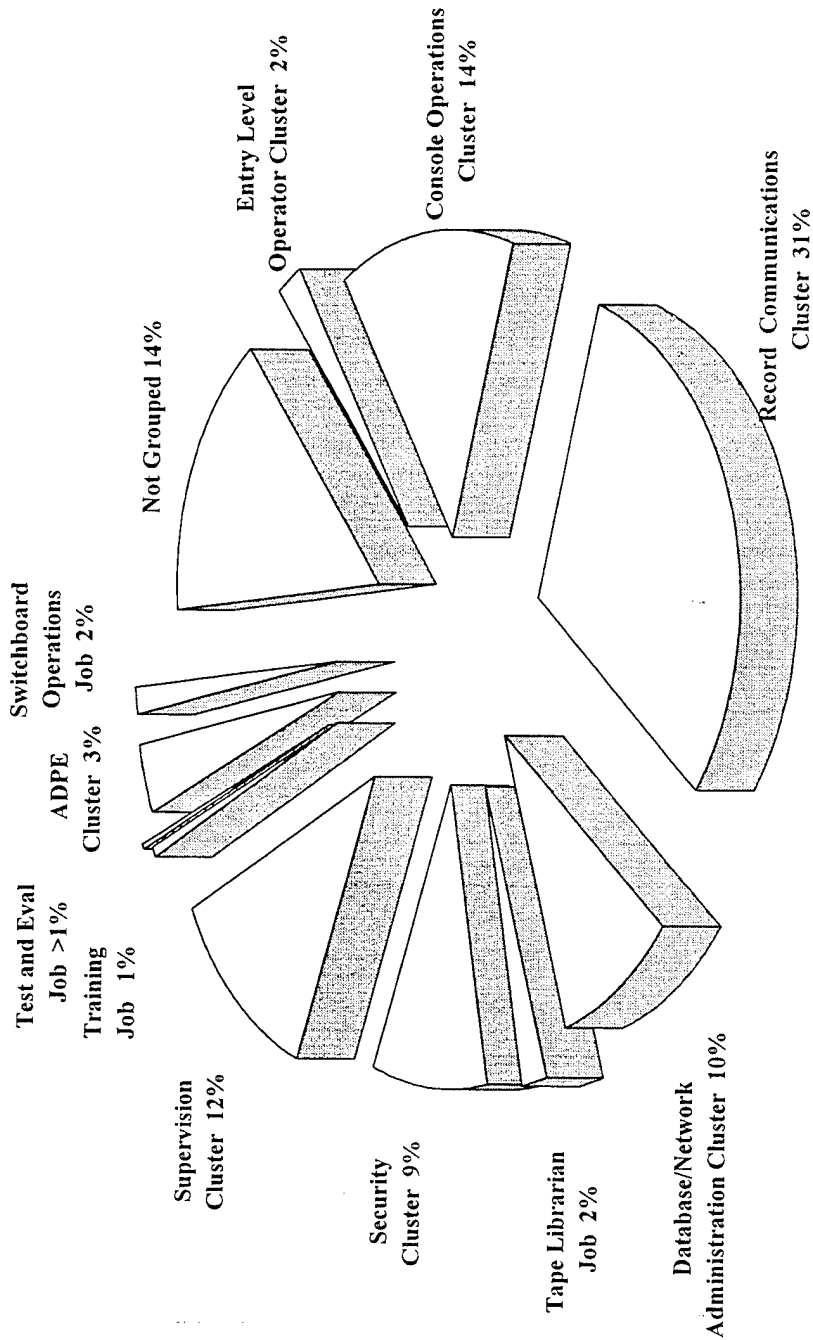


FIGURE 1

- IV. TAPE LIBRARIAN JOB 2% (STG388, N=53)
- V. ENTRY LEVEL OPERATOR CLUSTER 2% (STG129, N=57)
 - A. Equipment Monitor Job (STG363, N=6)
 - B. Output Monitor Job (STG466, N=15)
 - C. Power Monitor Job (STG418, N=9)
- VI. SECURITY CLUSTER 9% (STG161, N=254)
 - A. Communications Security Job (STG483, N=186)
 - B. Security NCOIC (STG301, N=41)
- VII. SUPERVISION CLUSTER 12% (STG55, N=330)
 - A. Shift Supervisor (STG475, N=164)
 - B. Resource Manager (STG360, N=9)
- VIII. TRAINING JOB 1% (STG182, N=19)
- IX. TEST AND EVALUATION JOB >1% (STG385, N=7)
- X. ADPE CLUSTER 3% (STG58, N=96)
 - A. Contract Manager (STG370, N=47)
 - B. ADPE Job (STG328, N=10)
- XI. SWITCHBOARD OPERATIONS JOB 2% (STG171, N=44)
- XII. NOT GROUPED 14% N=428

The respondents forming these groups account for 86 percent of the survey sample. The remaining 14 percent perform tasks which do not group with any of the other defined jobs. Some of the job titles given by respondents which were representative of these personnel include: Data Processor, ADPE Resource Manager, System Monitor, and Comm-Center Operator.

Group Descriptions

The following paragraphs contain brief descriptions of the four independent jobs and seven job clusters identified through the career ladder structure analysis. Appendix A lists representative tasks performed by identified independent job and job cluster groups. Table 3 displays time spent on duties, while Table 4 provides demographic information for each job discussed within this report.

TABLE 3

AVERAGE TIME SPENT ON DUTIES BY CAREER LADDER JOBS

	CONSOLE OPERATIONS CLUSTER N=387	RECORD COMM CLUSTER N=866	DBASE/NET ADMIN CLUSTER N=268	TAPE LIBRARIAN JOB N=53	ENTRY-LVL OPERATOR CLUSTER N=57	SECURITY CLUSTER N=254
A. ORGANIZING AND PLANNING	4	3	5	2	1	10
B. DIRECTING AND IMPLEMENTING	4	3	3	1	*	7
C. INSPECTING AND EVALUATING	3	2	3	*	*	7
D. TRAINING	5	3	3	2	1	6
E. PERFORMING GENERAL COMMUNICATIONS-COMPUTER SYSTEMS ACTIVITIES	19	16	19	20	25	3
F. PERFORMING COMMUNICATIONS-COMPUTER SYSTEMS OPERATOR ACTIVITIES	37	17	24	23	54	2
G. PERFORMING PRODUCTION CONTROL OR SYSTEMS MONITOR ACTIVITIES	2	1	9	1	3	0
H. PERFORMING GENERAL COMMUNICATIONS ACTIVITIES	1	2	*	0	*	0
I. PROCESSING MESSAGES	2	24	*	*	*	1
J. PERFORMING TELECOMMUNICATIONS TRAFFIC ANALYSIS ACTIVITIES	0	2	0	0	0	0
K. PERFORMING MAGNETIC MEDIA LIBRARY ACTIVITIES	8	3	2	38	5	0
L. PERFORMING COMMUNICATIONS-COMPUTER MOBILITY ACTIVITIES	0	2	0	0	0	1
M. OPERATING NON MOBILE TELEPHONE SWITCHBOARDS	0	1	0	0	0	0
N. PERFORMING SOFTWARE PLANNING AND DESIGN	0	0	6	0	0	0
O. PERFORMING SOFTWARE DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE	2	1	13	1	*	0
P. PERFORMING SOFTWARE TESTING, QUALITY ASSURANCE, AND CONFIGURATION MANAGEMENT ACTIVITIES	*	0	4	0	*	0
Q. MAINTAINING SECURITY	11	17	4	8	6	60
R. PERFORMING SUPPLY OR CONTRACTING ACTIVITIES	2	1	4	2	3	2

* Denotes less than 1 percent

NOTE: Columns may not add to 100 percent due to rounding

TABLE 3 (CONTINUED)

AVERAGE TIME SPENT ON DUTIES BY CAREER LADDER JOBS

	SUPERVISION CLUSTER N=330	TRAINING CLUSTER N=19	TEST AND EVAL JOB N=7	ADPE CLUSTER N=96	SWITCH BOARD JOB N=44
A. ORGANIZING AND PLANNING	19	10	2	7	4
B. DIRECTING AND IMPLEMENTING	15	6	*	4	3
C. INSPECTING AND EVALUATING	16	5	1	4	3
D. TRAINING	9	57	*	3	6
E. PERFORMING GENERAL COMMUNICATIONS-COMPUTER SYSTEMS ACTIVITIES	12	4	6	10	6
F. PERFORMING COMMUNICATIONS-COMPUTER SYSTEMS OPERATOR ACTIVITIES	6	3	11	6	2
G. PERFORMING PRODUCTION CONTROL OR SYSTEMS MONITOR ACTIVITIES	1	0	3	*	0
H. PERFORMING GENERAL COMMUNICATIONS ACTIVITIES	0	0	0	0	*
I. PROCESSING MESSAGES	1	*	0	0	*
J. PERFORMING TELECOMMUNICATIONS TRAFFIC ANALYSIS ACTIVITIES	*	1	0	0	0
K. PERFORMING MAGNETIC MEDIA LIBRARY ACTIVITIES	*	0	0	0	0
L. PERFORMING COMMUNICATIONS-COMPUTER MOBILITY ACTIVITIES	*	*	0	0	*
M. OPERATING NON MOBILE TELEPHONE SWITCHBOARDS	0	*	0	*	68
N. PERFORMING SOFTWARE PLANNING AND DESIGN	3	*	6	1	*
O. PERFORMING SOFTWARE DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE	2	1	23	1	0
P. PERFORMING SOFTWARE TESTING, QUALITY ASSURANCE, AND CONFIGURATION MANAGEMENT ACTIVITIES	1	0	43	1	0
Q. MAINTAINING SECURITY	8	7	*	2	8
R. PERFORMING SUPPLY OR CONTRACTING ACTIVITIES	4	3	3	59	0

* Denotes less than 1 percent

NOTE: Columns may not add to 100 percent due to rounding

TABLE 4

SELECTED BACKGROUND DATA FOR AFSC 3C0X1 CAREER LADDER JOBS

	CONSOLE OPERATIONS CLUSTER	RECORD COMM CLUSTER	DBASE/NET ADMIN CLUSTER	TAPE LIBRARIAN JOB	ENTRY-LEVEL OPERATOR CLUSTER	SECURITY CLUSTER
NUMBER IN GROUP	387	866	268	53	57	254
PERCENT OF SAMPLE	14%	31%	10%	2%	2%	9%
DAFSC DISTRIBUTION:						
3C031	15%	18%	9%	30%	37%	7%
3C051	66%	68%	62%	62%	56%	52%
3C071	18%	14%	29%	8%	7%	41%
PAYGRADE DISTRIBUTION:						
E-1 to E-3	21%	24%	9%	47%	54%	5%
E-4	40%	45%	39%	38%	35%	30%
E-5	28%	23%	35%	13%	11%	29%
E-6	11%	6%	14%	2%		19%
E-7	2%	2%	2%			16%
E-8						
AVERAGE TASKS PERFORMED	71	83	85	40	21	46
AVERAGE MONTHS TAFMS	87	75	95	16	43	127
PERCENT IN FIRST ENLISTMENT	40%	46%	25%	99%	74%	13%
PERCENT SUPERVISING	43%	38%	29%	15%	0%	39%

TABLE 4 (CONTINUED)

SELECTED BACKGROUND DATA FOR AFSC 3C0X1 CAREER LADDER JOBS

	SUPERVISION CLUSTER	TRAINING CLUSTER	TEST AND EVAL JOB	ADPE CLUSTER	SWITCHBOARD JOB
NUMBER IN GROUP	330	19	7	96	44
PERCENT OF SAMPLE	12%	1%	>1%	3%	2%
DAFSC DISTRIBUTION:					
3C031**	1%	5%	0%	7%	32%
3C051	18%	42%	86%	61%	55%
3C071	78%	53%	14%	31%	14%
PAYGRADE DISTRIBUTION:					
E-1 to E-3	1%	5%	0%	8%	41%
E-4	6%	26%	14%	36%	34%
E-5	21%	37%	71%	30%	14%
E-6	38%	32%	14%	20%	11%
E-7	32%			5%	
E-8	1%				
AVERAGE TASKS PERFORMED	62	27	48	30	22
AVERAGE MONTHS TAFMS	171	120	129	110	62
PERCENT IN FIRST ENLISTMENT	4%	10%	0%	17%	50%
PERCENT SUPERVISING	80%	32%	14%	26%	18%

Another way to illustrate these jobs is to summarize tasks performed into groups of task modules. These modules were identified through CODAP co-performance clustering, which presents the average probability that members who perform one task will also perform a second task or group of related tasks. Each job description includes a listing of the top task modules for that job. This allows for a very concise display of where job incumbents spend most of their time and develops a comprehensive overview of each job. The display shows the number of tasks included in a module, the average percent time spent on that module, and the average percent members performing the particular task module. Representative task modules are listed as part of the job description. The list of modules with respective tasks is presented in Appendix B.

I. CONSOLE OPERATIONS CLUSTER (STG 266). The members holding the jobs in this cluster operate mainframe computer consoles. The career field is phasing out these mainframe systems and moving towards network systems. This change in equipment is expected to change the composition of the ladder greatly. However, at the time of this survey the Console Operations jobs are the second largest in the career ladder. Members perform all operator responsibilities such as loading and unloading magnetic media, monitoring system equipment and system printouts, and coordinating mainframe downtime with users. These jobs are distinguished from the rest of the ladder by the amount of time members spend performing comm-computer system operator activities (37 percent of their relative job time, see Table 3). Representative tasks for this cluster include:

CONSOLE OPERATIONS CLUSTER	
Number of members	387
Percent of total sample	14%
Average number of tasks performed	71
Average time in career field	6.4 yrs
Average TAFMS	7.3 yrs
Predominant DAFSC	3C051
Predominant paygrades	E-4
Predominant MAJCOM	SPACE

- Mount or dismount magnetic media
- Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes
- Perform communications-computer systems startup or shutdown procedures
- Perform communications-computer systems equipment power-on or power-off procedures
- Respond to system requests
- Label magnetic media
- Monitor operational status of equipment
- Interpret indicating lights on peripheral equipment
- Respond to inquiries from customers, such as computer job or message status

Respondents in these jobs predominantly hold the 5 skill level. More than a third are in their first enlistment. Their average Total Active Federal Military Service (TAFMS) is 7.3 years.

Representative task modules (TM) for this cluster include:

TM	Module Title	No. of Tsk	Percent Time Spent (Sum)	Avg. Percent Members Perform
0001	Mainframe Console Operations	18	27.2	78
0002	Product Control and Distribution	6	5.6	56
0004	Data Flow Monitoring	4	3.4	51

The first job within this cluster is Basic Console Operator job (STG497, N=184). These members are responsible for operating mainframe consoles and fit the above description. They spend nearly half (46 percent) of their relative job time mounting magnetic media, responding to system requests, and interpreting indicating lights.

The second job is the Operations and Security job (STG559, N=7). Members in this area perform the same operator tasks as the rest of the cluster; however, they also perform additional security tasks such as changing lock combinations, marking classified material, and sanitizing sites following classified material processing.

II. RECORD COMMUNICATIONS CLUSTER (STG204). The 866 members of this cluster represent 31 percent of the total survey sample. These jobs are performed by more respondents than any other job in the career ladder. Members perform many communications functions and hold the only jobs in the ladder that process messages (24 percent of their time). They also have security responsibilities, although not as extensive as the Security cluster. Members are distinguished by the amount of time they spend performing the following tasks:

- Respond to service messages
- Maintain service message logs or files
- Follow up service messages
- Separate incoming messages for distribution
- Stamp messages with special handling, precedence, or classification
- Destroy or dispose of classified or sensitive unclassified materials

RECORD COMMUNICATIONS CLUSTER	
Number of members	866
Percent of total sample	31%
Average number of tasks performed	83
Average time in career field	5.5 yrs
Average TAFMS	6.2 yrs
Predominant DAFSC	3C051
Predominant paygrades	E-4
Predominant MAJCOM	ACC/USAFE

- Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions
- Notify addressees or distribution centers of high precedence message receipt

This cluster can further be described by the following list of representative TMs.

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0005	Message Processing	17	21.4	77
0010	COMSEC Accounts	24	14.5	47
0001	Mainframe Console Operations	18	13.5	57
0002	Product Control and Distribution	6	6.2	60

Sixty-eight percent of the incumbents in this cluster possess the 5-skill level. The members are split between Air Combat Command and Air Force Space Command. Similar to the previous cluster, nearly one-half (see Table 4) of these members are in their first enlistment.

This Communications cluster contains three distinct jobs. The first job is Message Processing job (STG414, N=660). The main areas of responsibility are managing message processing, routing messages, monitoring service messages, and final processing of messages. This is the most junior job of the cluster.

The second job is the Security and Supervision job (STG311, N=128). These members are distinguished from the rest of the cluster by the time they spend in maintaining security for communications. They perform tasks such as destroy or dispose of classified materials, inventory classified or COMSEC material, and Performing physical security inspections. They also spend more than 25 percent of their relative job time supervising subordinates in the Record Communications. These members perform many of the same tasks as the Security cluster personnel, although the time they spend processing messages clearly distinguishes them from the Security cluster.

The third job is the Mobile Communications job (GP75, N=81). These members are responsible for several different areas of mobility. Their main responsibilities include setting up and maintaining mobile switchboards and maintaining mobile communications platforms. Most members work with Tactical Communications or Combat Communications units, although some work with various mobile communications systems such as the White House Communications Staff.

III. DATABASE/NETWORK ADMIN. CLUSTER (STG67). The 268 members of this cluster represent 10 percent of the total sample. Members are in charge of production control. They function as the liaison between the personnel requesting computer products and the computer operators. These members have the most diverse job in the career field and perform the most number of tasks in the ladder. They perform many troubleshooting and monitoring tasks related to various computer systems. Distinguishing tasks for the Database/Network Administration cluster include:

- Coordinate with subscribers or customers on operational or procedural matters
- Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes
- Assist users in resolving computer software malfunctions or problems
- Analyze console displays or system printouts
- Respond to inquiries from customers, such as computer job or message status
- Initialize processing, such as batch job, on-line, or off-line
- Resize database areas
- Isolate causes of machine stops or malfunctions
- Determine causes of abnormal program halts
- Analyze communications-computer systems processing capabilities
- Analyze database requirements

DATABASE/NETWORK ADMIN. CLUSTER	
Number of members	268
Percent of total sample	10%
Average number of tasks performed	85
Average time in career field	7 yrs
Average TAFMS	7.9 yrs
Predominant DAFSCs	3C051
Predominant paygrades	E-4/E-5
Predominant MAJCOM	ACC

Representative TMs for this cluster include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0001	Mainframe Console Operations	18	12.9	51
0008	Customer Service	7	7.0	58
0025	System Monitoring	7	5.4	45
0002	Product Control and Distribution	6	4.9	47
0024	System Scheduling	5	3.9	47

The average TAFMS for incumbents is 7.9 years. Ninety-one percent possess the 5- or 7-skill level. This cluster, like the previous two, is composed of a large number of first-enlistment personnel (see Table 4). The vast majority of these members (74 percent) hold the rank of E-4 or E-5.

Two distinct jobs were noted in this cluster. The first job is the Database Manager job (STG355, N=111). These members are in charge of Mainframe type database systems. They spend their time isolating problems on production runs, reviewing computer output, and monitoring data flow. Their predominant paygrade is E-4, and their average TAFMS is 7 years.

The second job is the Network Administration job (STG397, N=52). These members also reported such job titles as System Administrator and Monitor. This job is the broadest in the ladder, with members performing 50 more tasks than the average job in the ladder. Incumbents work with computer networks, troubleshoot comm-computer system deficiencies, and review capabilities and future system requirements. Members are more senior than those with the previous job, averaging 9 years in the service.

IV. TAPE LIBRARIAN JOB (STG388).

These incumbents have a distinct role within the mainframe computer world. They maintain data tape libraries for mainframe systems. Their responsibilities include filing, inspecting, and degaussing magnetic media. Members perform the fewest tasks in the ladder and are clearly distinguished by the amount of time they spend performing library duties (see Table 3). Representative tasks are presented below:

- Certify magnetic media
- File magnetic media
- Clean magnetic media
- Place load-point or end-of-tape markers on magnetic tapes
- Degauss magnetic media
- File returned magnetic media
- Identify tape failures

TAPE LIBRARIAN JOB	
Number of members	53
Percent of total sample	2%
Average number of tasks performed	40
Average time in career field	3.7 yrs
Average TAFMS	4.3 yrs
Predominant DAFSCs	3C051
Predominant paygrade	E-1 TO E-3
Predominant MAJCOM	SPACECOM

Tape Librarian job members average over 4 years in the career field. The predominant paygrade is E-1 through E-3. Members are assigned primarily to AFSPACECOM, although most of the other MAJCOMs are represented.

Representative TMs for this cluster include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsks</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0007	Tape Library	17	36.8	72
0001	Mainframe Console Operations	18	17.0	38
0006	Mainframe Operator Tape Responsibilities	5	8.0	54
0002	Product Control and Distribution	6	6.1	39

V. ENTRY-LEVEL OPERATOR CLUSTER (STG129). This cluster of jobs is most similar to the first cluster discussed in that members work with mainframe computer systems. They perform the same tasks as the first cluster; however, members perform three basic functions that are more narrow in focus than the Console Operations cluster. The three entry-level jobs are Equipment Monitor (STG 363, N=6), Output Monitor (STG466, N=15), and Power Monitor (STG418, N=9). As shown by the tasks in Appendix A, members perform basic magnetic tape tasks, monitoring of equipment tasks, and tracking of basic work-run requests. Members move from these three jobs to one of the main clusters of the ladder such as Record Communications or Console Operations. Representative tasks for this cluster include:

ENTRY LEVEL OPERATOR CLUSTER	
Number of members	57
Percent of total sample	2%
Average number of tasks performed	21
Average time in career field	3.4 yrs
Average TAFMS	3.6 yrs
Predominant DAFSCs	3C051
Predominant paygrades	E-1 TO E-3
Predominant MAJCOM	ACC/AMC

- Mount or dismount magnetic media
- Monitor operational status of equipment
- Label magnetic media
- Perform communications-computer systems startup or shutdown procedures
- Respond to system requests
- Perform communications-computer systems equipment power-on or power-off procedures

Representative TMs for this cluster include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0001	Mainframe Console Operations	18	49.9	48
0002	Product Control and Distribution	6	7.8	26
0004	Data Flow Monitoring	4	5.0	21

The majority of incumbents have 3 to 4 years in the field. The paygrade distribution reflects a junior group of Air Force members, E-1 to E-3. These members perform the fewest tasks in the ladder averaging only 21 tasks performed.

VI. SECURITY CLUSTER (STG161). The main function of the cluster is maintaining communication and computer security. Members handle classified materials, as well as monitor security systems, such as safes and control access to restricted locations. Members are distinguished from the rest of the ladder by the amount of time they spend on the following security-oriented tasks:

- Destroy or dispose of classified or sensitive unclassified materials
- Store or safeguard classified materials
- Witness destruction of classified materials
- Inventory classified or communications security (COMSEC) materials
- Verify access to restricted or controlled areas or classified materials
- Change lock combinations for safes, vaults, or cipher locks
- Prepare destruction reports for classified materials
- Maintain COMSEC account records
- Page count classified materials
- Report security violations

SECURITY CLUSTER	
Number of members	254
Percent of total sample	9%
Average number of tasks performed	46
Average time in career field	9.2 yrs
Average TAFMS	10.6 yrs
Predominant DAFSC	3C051/71
Predominant paygrades	E-4/E-5
Predominant MAJCOM	ACC

Incumbents average more than 10 years in the service. The two dominant paygrades are E-4 and E-5. More members of this cluster hold the 7-skill level (41 percent) than any other non-supervisory job in the ladder. However, as shown in Table 4, some junior members work in this cluster too.

The first job in the cluster is the Communications Security (COMSEC) job (STG483, N=186). Members focus on COMSEC and perform courier functions, determine protection requirements for classified materials, and issue COMSEC materials.

The second job is the Security NCOIC job (STG301, N=41). These members focus on security management. They implement and evaluate security programs, plan and brief security issues to upper management, and perform various security inspections.

Representative TMs for this cluster include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0010	COMSEC Accounts	24	46.5	71
0012	Safety/Security	8	10.6	49
0011	Security Supervision Functions	9	7.4	42
0013	First Line Supervision	22	11.1	30

VII. SUPERVISION CLUSTER (STG55). This is a cluster of incumbents performing similar supervisory tasks. The supervision cluster is distinguished from the other jobs performed in the career ladder by the amount of time members spend counseling and evaluating subordinates and managing communications-computer programs. As shown in Table 3, members spend 68 percent of their relative job time in Duties A through D, which include organizing and planning to training. Representative tasks for this cluster include:

- Counsel personnel on personal or military-related matters
- Write EPRs
- Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)
- Interpret policies, directives, or procedures for subordinates
- Determine or establish work priorities
- Write recommendations for awards or decorations
- Evaluate personnel for compliance with performance standards
- Determine requirements for space, personnel, equipment or supplies
- Plan or schedule work assignments

SUPERVISION CLUSTER	
Number of members	330
Percent of total sample	12%
Average number of tasks performed	62
Average time in career field	12.1 yrs
Average TAFMS	14.3 yrs
Predominant DAFSC	3C071
Predominant paygrades	E-6
Predominant MAJCOM	ACC

This is the most senior cluster of jobs in the ladder as members average more than 12 years in the service. The predominant paygrade is E-6. Most members belong to ACC; however, many other MAJCOMs are also represented.

The one distinct job within this cluster is the First-Line Supervisor job (STG475, N=164). Members spend the majority of their relative job time interacting with subordinates, counseling, and performing performance appraisals.

Representative TMs for this cluster include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0013	First Line Supervision	22	29.1	63
0014	Resource Management	4	4.6	59
0008	Customer Service	7	5.1	36
0015	Program Management	16	11.0	42

VIII. TRAINING JOB (STG182). The personnel working in the Training job spend 57 percent of their time in various training duties. They develop lesson plans evaluate training methods or techniques and conduct training conferences or briefings. This job is distinguished from the rest of the career ladder by the following training tasks personnel perform:

- Develop training aids
- Develop lesson plans
- Evaluate training methods or techniques
- Maintain training records, charts, or graphs
- Evaluate progress of trainees
- Conduct training conferences or briefings

TRAINING JOB	
Number of members	19
Percent of total sample	1%
Average number of tasks performed	27
Average time in career field	8.9 yrs
Average TAFMS	10 yrs
Predominant DAFSC	3C051
Predominant paygrades	E-5
Predominant MAJCOM	AETC

Incumbents average more than 8 years in the field, having more experience than members with most jobs in the career ladder. The majority of these members hold the rank of E-5 and hold the 7-skill level.

Representative TMs for this job include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u> s	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0013	First Line Supervision	22	32.6	35
0017	Training Development	5	15.8	68
0018	Instruction	5	14.0	52

IX. TEST AND EVALUATION JOB (STG385).

The Test and Evaluation job is a small job compared to the numbers of incumbents in the Console Operations cluster and the Base Communications cluster. However, these members perform a distinct job testing communication-computer systems and related software. Representative tasks for this job include:

- Determine impact of releases or changes to system databases
- Run subsystems tests on communications-computer systems
- Run total systems tests on communications-computer systems
- Test computer programs
- Track status of software discrepancies
- Participate with programmers in testing or debugging programs

TEST AND EVALUATION JOB	
Number of members	7
Percent of total sample	>1%
Average number of tasks performed	48
Average time in career field	10.3 yrs
Average TAFMS	10.7 yrs
Predominant DAFSC	3C051
Predominant paygrades	E-5
Predominant MAJCOM	AFC4A

Representative TMs for this job include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u> s	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0037	System Integrity checks	13	25.8	77
0028	Database Management	12	8.5	37
0026	Error Analysis	5	5.7	51
0027	Database Administration	6	4.7	26

These seven members are found only in AFC4A and are more senior members, averaging almost 11 years in the service. Table 4 shows a predominant rank of E-5 and 86 percent hold the 5-skill level.

X. ADPE CLUSTER (STG58). Incumbents holding these jobs report spending 59 percent of their time performing ADPE or contracting activities. Two distinct jobs are found within this cluster. The main work of the cluster is focused on vendor contracts and related activities. However, there are a few members that perform a focused job that only includes ADPE tasks such as inventory tracking and equipment issue recording. Representative tasks for this cluster include:

- Inventory tools, supplies, or equipment
- Dispose of excess or unserviceable tools, supplies, or equipment
- Maintain equipment custodian accounts
- Research status of purchase orders
- Monitor compliance with contracts
- Establish or maintain hand receipt files
- Administer delivery of open purchase orders
- Confirm contract terms, such as delivery date or quantity
- Distribute purchasing information to vendors or customers
- Inspect tools, supplies, or equipment

ADPE CLUSTER	
Number of members	96
Percent of total sample	3%
Average number of tasks performed	30
Average time in career field	7.8 yrs
Average TAFMS	9.2 yrs
Predominant DAFSC	3C051
Predominant paygrades	E-4
Predominant MAJCOM	ACC

These airmen average more than 9 years in the service and 61 percent hold the 5-skill level. Although they perform few tasks on average (30 tasks), they are responsible for tracking much of the communications-computer equipment in the Air Force.

The first job in the cluster is the Contract Manager job (STG370, N=47). These members perform tasks outside of the normal communications tasks of the ladder. Instead, they spend more time than any other job maintaining contracts. They are responsible for distributing purchase orders, closing out purchase contracts, and monitoring compliance with contracts.

The second job is the ADPE job (STG328, N=10). These 10 members only perform Automated Data Processing Equipment tracking tasks such as taking inventories or disposing of unserviceable equipment. Members perform fewer tasks than any other job. They average 9 years in the service, and the predominant paygrade is E-4.

Representative TMs for this cluster include:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0023	ADPE/Contract Custodian	16	28.7	45
0022	ADPE Inventory	9	26.3	58
0014	Resource Management	4	2.6	24

XI. SWITCHBOARD OPERATIONS JOB (STG171). Members holding the Switchboard Operations Job maintain non-mobile switchboards. They are responsible for operating the switchboard which includes placing calls, processing conference calls, monitoring emergency calls, and testing switchboard circuits. While these functions are outside the mainstream of the Communications-Computer Operator career ladder, these members have been selected to perform this job. As shown in Table 4 they are the only incumbents in the ladder performing these functions and they spend 68 percent of their relative job time operating or maintaining these switchboards. Representative tasks for this job include:

- Place calls between subscribers, other than special handling calls
- Process telephone conference calls
- Connect calls according to their precedence
- Coordinate switchboard circuit or equipment problems with maintenance, technical control, or support agencies
- Place special handling calls
- Monitor high precedence or emergency calls
- Test switchboard circuits

Representative TMs are:

<u>TM</u>	<u>Module title</u>	<u>No. of Tsk</u>	<u>Percent Time Spent (Sum)</u>	<u>Avg. Percent Members Perform</u>
0038	Switchboard Operations	7	42.1	81
0013	First Line Supervision	22	7.3	14
0039	Phone Directory Administration	5	5.8	32

SWITCHBOARD OPERATIONS JOB	
Number of members	44
Percent of total sample	2%
Average number of tasks performed	22
Average time in career field	4.9 yrs
Average TAFMS	5.2 yrs
Predominant DAFSC	3C051
Predominant paygrades	E-4
Predominant MAJCOM	7thCG/ACC

These members are junior to most of the jobs in the field, averaging only 5 years in the service. The predominant paygrade is E-4, and half the members are in their first enlistment. Members serve primarily in the 7th Communications Group and Air Combat Command.

Summary

Analysis of the survey data reveal seven clusters and four jobs in the ladder. A wide range of activities are performed by members from magnetic media storage to security management. The senior members of the ladder perform typical supervisory responsibilities. A few members are working outside the specialty such as the switchboard operators. These jobs account for 85 percent of respondents. The remaining 15 percent perform such a wide variety of tasks they could not be grouped into a job or cluster of jobs. As listed above in the career ladder introduction, job titles ranged from data processor to system monitor.

COMPARISON OF CURRENT JOB STRUCTURE TO PREVIOUS STUDY

The results of the specialty job analysis were compared to those of the last Communications-Computer Systems Operator OSR published in 1988. As shown in Table 5, 10 jobs and clusters of jobs in the current study were also identified in 1988. The only job cluster not found in the 1988 survey is the Database Management/Network Administration cluster. This is a relatively new function that is still being defined by the Air Force Career Field Manager. At the time of the survey the technical school had not yet started to teach a block concerning Network Administration. As of January 1995, more than a thousand 3-skill level members have graduated from the basic course with training in Network Administration. Another notable change is the decrease of personnel working in the mainframe operations jobs. In 1988, 24 percent of the sample performed mainframe operations; currently, the percentage is down to 14 percent, and the career field is phasing these jobs out in favor of networks of personal computers and other small computer systems.

TABLE 5

SPECIALTY JOB COMPARISONS BETWEEN CURRENT AND 1988 SURVEYS

CURRENT SURVEY (N=2,809)	PERCENT OF SAMPLE	1988 SURVEY (N=2,673)	PERCENT OF SAMPLE
CONSOLE OPERATIONS CLUSTER	14	COMPUTER OPERATIONS PERSONNEL CLUSTER	24
RECORD COMMUNICATIONS CLUSTER	31	COMMUNICATIONS OPERATIONS PERSONNEL	32
DATABASE/NETWORK ADMINISTRATION CLUSTER	10	-	
TAPE LIBRARIAN JOB	2	MAGNETIC MEDIA LIBRARIANS	3
ENTRY-LEVEL OPERATOR CLUSTER	2	PRODUCTION CONTROL PERSONNEL	5
SECURITY CLUSTER	9	COMSEC ACCOUNTANTS SECURITY MANAGERS	6 1
SUPERVISION CLUSTER	12	COMM-COMPUTER SUPERVISORS	13
TRAINING CLUSTER	1	TECHNICAL SCHOOL PERSONNEL	1
TEST AND EVALUATION JOB	>1	SYSTEMS TESTING PERSONNEL	>1
ADPE CLUSTER	3	RESOURCE MANAGERS	1
SWITCHBOARD OPERATIONS JOB	2	SWITCHBOARD OPERATORS	2
NOT GROUPED	14	NOT GROUPED	11

- Indicates no match in report

SKILL AND EXPERIENCE ANALYSIS

Analysis of DAFSC Groups

An analysis of DAFSC groups, in conjunction with the analysis of the career ladder structure, is an important part of each occupational survey. The DAFSC analysis identifies differences in tasks performed at the various skill levels. This information may then be used to evaluate how well career ladder documents, such as AFMAN 36-2108 *Specialty Descriptions* and the STS, reflect what career ladder personnel are actually doing in the field.

The distribution of skill-level groups across the specialty jobs is displayed in Table 6, while Table 7 offers another perspective by displaying the relative percent time spent on each duty across the skill-level groups. A typical pattern of progression is present, with personnel spending relatively more time on duties involving supervisory, managerial, and training tasks as they move upward toward the 7-skill level. It is also obvious, though, that 7-skill level personnel are still involved with technical task performance, as will be pointed out in the specific skill-level group discussions below.

Skill-Level Descriptions

DAFSC 3C031. The 382 3-skill level airmen (representing 14 percent of the survey sample) perform an average of only 52 tasks, just short of the career ladder average of 62 tasks. Performing a diverse and technical job, members spend 43 percent of their time performing general communications-computer system and system operator activities, 15 percent performing routine security tasks, and 14 percent processing messages (see Table 7). Table 8 displays representative tasks performed by the highest percentages of these airmen.

DAFSC 3C051. The 1,640 5-skill level airmen (58 percent of the survey sample) perform an average of 61 tasks. At the 5-skill level, members perform a greater diversity of jobs than the 3-skill levels as shown in Table 6. This diversity is also shown in Table 7; members spend their time evenly in four different areas, E, F, I, and Q. Table 9 displays representative tasks performed by the highest percentages of these airmen. Members are distinguished from their 3-skill level counterparts by the greater number of tasks and the amount of supervision they perform (see Table 10).

DAFSC 3C071. The NCOs in the 7-skill level group (28 percent of the survey sample) perform an average of 69 tasks. Thirty-nine percent of their relative job time is spent on the usual supervisory, managerial, and training duties (see Table 7). While the display of tasks in Table 11 clearly shows supervisory responsibilities, it also reflects some technical work in the areas of security and record communications. Table 12 displays those tasks that more clearly differentiate between the 5-skill level and 7-skill level groups. Overall, these three tables show us 7-skill level members spend more than twice as much time performing supervisory tasks than their 5-skill level counterparts.

TABLE 6

DISTRIBUTION OF MEMBERS BY DAFSC ACROSS
CAREER LADDER JOBS
(PERCENT MEMBERS RESPONDING)

JOB	DAFSC 3C031 (N=382)	DAFSC 3C051 (N=1,640)	DAFSC 3C071 (N=776)
CONSOLE OPERATIONS CLUSTER	15	16	9
RECORD COMMUNICATIONS CLUSTER	41	36	16
DATABASE/NETWORK ADMIN CLUSTER	6	10	10
TAPE LIBRARIAN JOB	4	2	1
ENTRY-LEVEL OPERATOR CLUSTER	5	2	1
SECURITY CLUSTER	5	8	13
SUPERVISION CLUSTER	0	4	33
TRAINING CLUSTER	0	*	1
TEST AND EVALUATION JOB	0	*	*
ADPE CLUSTER	2	4	4
SWITCHBOARD OPERATIONS JOB	4	1	1
NOT GROUPED	18	14	10

TABLE 7

TIME SPENT ON DUTIES BY MEMBERS OF DAFSC GROUPS
(RELATIVE PERCENT OF JOB TIME)

DUTIES	DAFSC		
	3C031 (N=382)	3C051 (N=1,640)	3C071 (N=776)
A. ORGANIZING AND PLANNING	2	5	12
B. DIRECTING AND IMPLEMENTING	1	3	9
C. INSPECTING AND EVALUATING	*	3	11
D. TRAINING	1	5	7
E. PERFORMING GENERAL COMMUNICATIONS-COMPUTER SYSTEMS ACTIVITIES	18	16	12
F. PERFORMING COMMUNICATIONS-COMPUTER SYSTEMS OPERATOR ACTIVITIES	25	19	11
G. PERFORMING PRODUCTION CONTROL OR SYSTEMS MONITOR ACTIVITIES	2	2	1
H. PERFORMING GENERAL COMMUNICATIONS ACTIVITIES	1	1	*
I. PROCESSING MESSAGES	14	11	4
J. PERFORMING TELECOMMUNICATIONS TRAFFIC ANALYSIS ACTIVITIES	1	1	1
K. PERFORMING MAGNETIC MEDIA LIBRARY ACTIVITIES	6	4	1
L. PERFORMING COMMUNICATIONS-COMPUTER MOBILITY ACTIVITIES	2	1	1
M. OPERATING NON MOBILE TELEPHONE SWITCHBOARDS	4	2	*
N. PERFORMING SOFTWARE PLANNING AND DESIGN	*	1	2
O. PERFORMING SOFTWARE DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE	2	3	3
P. PERFORMING SOFTWARE TESTING, QUALITY ASSURANCE, AND CONFIGURATION MANAGEMENT ACTIVITIES	*	1	1
Q. MAINTAINING SECURITY	15	16	15
R. PERFORMING SUPPLY OR CONTRACTING ACTIVITIES	3	4	6

* Denotes less than 1 percent

NOTE: Columns may not add to 100 percent due to rounding

TABLE 8
 REPRESENTATIVE TASKS PERFORMED BY
 DAFSC 3C031 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING (N=382)
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	62
E84 Distribute messages or output products	61
F147 Perform communications-computer systems startup or shutdown procedures	59
F146 Perform communications-computer systems equipment power-on or power-off procedures	59
F141 Mount or dismount magnetic media	58
E106 Respond to inquiries from customers, such as computer job or message status	58
Q436 Escort visitors through facilities	57
E100 Monitor operational status of equipment	55
E99 Make entries on shift supervisor logs or master station logs (MSLs)	53
F131 Label magnetic media	53
F126 Interpret indicating lights on peripheral equipment	52
Q433 Destroy or dispose of classified or sensitive unclassified materials	51
F156 Respond to system requests	49
E105 Process output products	48
F151 Perform or practice communications-computer systems emergency procedures	47
E104 Prepare unclassified media for mail, delivery, or distribution	46
F114 Analyze console displays or system printouts	45
Q468 Store or safeguard classified materials	44
F155 Request system information via consoles	44
Q435 Distribute classified materials	44
I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions	43
I206 Prepare service actions on messages, such as misrouted, garbled, incomplete, or interlaced	43
I211 Respond to service messages	43
I194 Follow up service messages	43
F152 Perform recovery procedures on communications-computer systems	42
Q469 Verify access to restricted or controlled areas or classified materials	42
I213 Separate incoming messages for distribution	42
I199 Maintain service message logs or files	42
I214 Stamp messages with special handling, precedence, or classification	41
E101 Notify addressees or distribution centers of high precedence message receipt	39
F149 Perform operator maintenance on communications-computer systems equipment	39

TABLE 9
 REPRESENTATIVE TASKS PERFORMED BY
 DAFSC 3C051 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING (N=1,640)
Q436 Escort visitors through facilities	67
Q433 Destroy or dispose of classified or sensitive unclassified materials	56
E100 Monitor operational status of equipment	55
E99 Make entries on shift supervisor logs or master station logs (MSLs)	54
F147 Perform communications-computer systems startup or shutdown procedures	54
F146 Perform communications-computer systems equipment power-on or power-off procedures	53
E84 Distribute messages or output products	53
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	53
E106 Respond to inquiries from customers, such as computer job or message status	51
D58 Conduct OJT	50
E80 Assist users in resolving computer software malfunctions or problems	49
F141 Mount or dismount magnetic media	48
Q470 Witness destruction of classified materials	48
Q468 Store or safeguard classified materials	46
Q441 Inventory classified or communications security (COMSEC) materials	45
Q435 Distribute classified materials	44
Q469 Verify access to restricted or controlled areas or classified materials	44
A3 Determine or establish work priorities	44
F129 Isolate causes of machine stops or malfunctions	43
F156 Respond to system requests	43
F126 Interpret indicating lights on peripheral equipment	42
F155 Request system information via consoles	42
F149 Perform operator maintenance on communications-computer systems equipment	40
F131 Label magnetic media	40
I211 Respond to service messages	40
E105 Process output products	40
F151 Perform or practice communications-computer systems emergency procedures	39
F152 Perform recovery procedures on communications-computer systems	38
F114 Analyze console displays or system printouts	37
A6 Develop work methods or procedures	37
F135 Maintain operations of peripheral equipment	37
I194 Follow up service messages	37
Q445 Maintain visitor registers	37

TABLE 10

TASKS WHICH BEST DIFFERENTIATE BETWEEN
DAFSC 3C031 AND DAFSC 3C051 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS	3C031 (N=382)	3C051 (N=1,640)	DIFFERENCE
D58 Conduct OJT	22	50	28
B33 Supervise Communications-Computer Systems Operators (AFSC 3C051)	0	27	27
C52 Write EPRs	1	25	24
A3 Determine or establish work priorities	20	44	24
B20 Counsel personnel on personal or military-related matters	4	28	24
C42 Evaluate personnel for compliance with performance standards	2	24	22
D68 Evaluate progress of trainees	5	26	21
A6 Develop work methods or procedures	17	38	21
D61 Counsel trainees on training progress	6	26	20
A9 Establish performance standards for subordinates	2	22	20

TABLE 11
 REPRESENTATIVE TASKS PERFORMED BY
 DAFSC 3C071 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING (N=776)
A3 Determine or establish work priorities	74
B20 Counsel personnel on personal or military-related matters	71
C52 Write EPRs	70
C42 Evaluate personnel for compliance with performance standards	63
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	63
A6 Develop work methods or procedures	62
B29 Interpret policies, directives, or procedures for subordinates	61
C53 Write recommendations for awards or decorations	61
B33 Supervise Communications-Computer Systems Operators (AFSC 49151)	59
A13 Plan or schedule work assignments	58
A16 Schedule leaves or passes	58
Q436 Escort visitors through facilities	57
A9 Establish performance standards for subordinates	56
D58 Conduct OJT	52
E80 Assist users in resolving computer software malfunctions or problems	51
A4 Determine requirements for space, personnel, equipment or supplies	50
Q433 Destroy or dispose of classified or sensitive unclassified materials	46
D61 Counsel trainees on training progress	45
E83 Coordinate with subscribers or customers on operational or procedural matters	45
A1 Assign personnel to duty positions	45
A11 Plan briefings	44
D70 Maintain training records, charts, or graphs	44
E100 Monitor operational status of equipment	43
D68 Evaluate progress of trainees	43
C36 Analyze workload requirements	42
C43 Evaluate personnel for demotion, reclassification, or special awards	42
Q468 Store or safeguard classified materials	41
Q469 Verify access to restricted or controlled areas or classified materials	40
C47 Evaluate work schedules	40
C41 Evaluate maintenance or use of workspace, equipment, or supplies	39
Q470 Witness destruction of classified materials	38

TABLE 12

TASKS WHICH BEST DIFFERENTIATE BETWEEN
DAFSC 3C051 AND DAFSC 3C071 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS	3C051 (N=1,640)	3C071 (N=776)	DIFFERENCE
I211 Respond to service messages	40	17	23
F141 Mount or dismount magnetic media	48	26	22
I194 Follow up service messages	37	15	22
I214 Stamp messages with special handling, precedence, or classification	35	13	22
E99 Make entries on shift supervisor logs or master station logs (MSLs)	54	33	21
E84 Distribute messages or output products	53	32	21
I199 Maintain service message logs or files	36	16	20
C52 Write EPRs	25	70	-45
C53 Write recommendations for awards or decorations	17	61	-44
B20 Counsel personnel on personal or military-related matters	28	71	-43
A16 Schedule leaves or passes	18	58	-40
C42 Evaluate personnel for compliance with performance standards	24	63	-39
B29 Interpret policies, directives, or procedures for subordinates	23	61	-38
A13 Plan or schedule work assignments	24	58	-34
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	30	63	-33
A9 Establish performance standards for subordinates	23	56	-33

Summary

Three-skill level and 5-skill level airmen perform many tasks in common, and both groups spend the vast majority of their relative job time performing communications activities dealing with messages or security or both. The 7-skill level group performs many supervisory and management tasks as well as the technical tasks performed by 3- and 5-skill level members.

ANALYSIS OF AFMAN 36-2108 *SPECIALTY DESCRIPTIONS*

Survey data were compared to the AFMAN 36-2108 *Specialty Descriptions* for Communications-Computer Systems Operator, dated 30 April 1991.

The combined 3- and 5-skill level *Specialty Description* appears complete and accurately portrays the range and technical nature of the job with a definite shift in emphasis from mainframe operations to network administration. The description for the craftsman (AFSC 3C071) accurately reflects both the supervisory and the previously discussed technical nature of the job.

TRAINING ANALYSIS

Occupational surveys provide sources of information that can be used to assist in the development of training programs relevant to the needs of personnel in their first enlistment. Factors that may be used in evaluating training include the overall description of the job being performed by first-enlistment personnel and their distribution across career ladder jobs. Percentage members performing specific tasks or using certain equipment or tools are available for first job (1-24 months' TAFMS) or first enlistment (1-48 months)

First-Enlistment Personnel

In this study there are 850 members in their first enlistment (1-48 months' TAFMS), representing 30 percent of the survey sample. The jobs performed by these personnel are primarily in two areas, although members are found in eight different jobs (see Figure 2). The first area is Record Communications, and as described in the career ladder descriptions, members spend their time processing messages and tracking printed communications materials. The second job is the Console Operations cluster. These members operate mainframe consoles and manage the orderly distribution of computer printouts and other computer products. Tables 13 and 14 describe the work performed by these members with a listing of time spent in duties and the top tasks performed by them.

TE and TD Data

TE and TD are secondary factors that can assist technical school personnel in deciding which tasks should be emphasized in entry-level training. These ratings, based on the judgments of senior career ladder NCOs working at operational units in the field, provide training personnel with a rank-ordering of those tasks in the JI considered important for first-enlistment personnel training (TE), along with a measure of the difficulty of the JI tasks (TD). When combined with data on the percentages of first-enlistment personnel performing tasks, comparisons can then be made to determine if training adjustments are necessary. For example, tasks receiving high ratings on both task factors, accompanied by moderate to high percentages performing, may warrant resident training. Those tasks receiving high task factor ratings, but low percentages performing, may be more appropriately planned for OJT programs within the career ladder. Low task factor ratings may highlight tasks best omitted from training for first-enlistment personnel, but this decision must be weighed against percentages of personnel performing the tasks, command concerns, and criticality of the tasks.

To assist technical school personnel, AFOMS has developed a computer program that incorporates these secondary factors and the percentage of first-enlistment personnel performing each task to produce an Automated Training Indicator (ATI) for each task. These indicators

AFSC 3C0X1 FIRST-ENLISTMENT JOBS

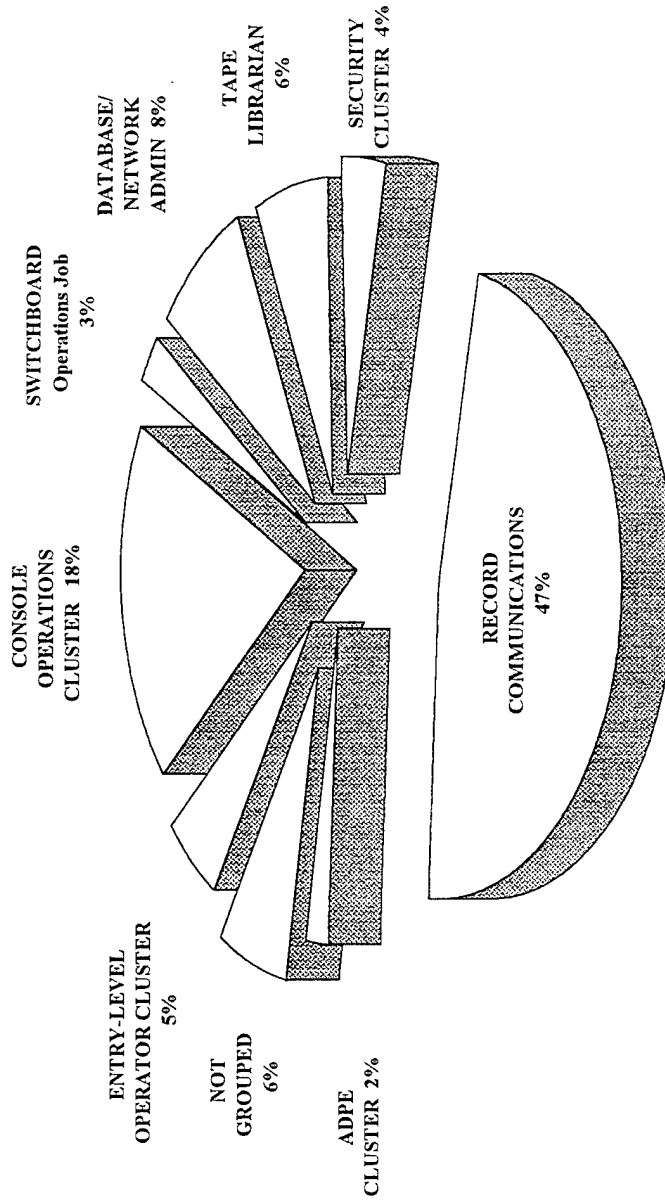


FIGURE 2

TABLE 13

RELATIVE PERCENT OF TIME SPENT ACROSS DUTIES BY
FIRST-ENLISTMENT AFSC 3C0X1 PERSONNEL

DUTIES	PERCENT TIME SPENT
A. ORGANIZING AND PLANNING	2
B. DIRECTING AND IMPLEMENTING	1
C. INSPECTING AND EVALUATING	1
D. TRAINING	2
E. PERFORMING GENERAL COMMUNICATIONS-COMPUTER SYSTEMS ACTIVITIES	18
F. PERFORMING COMMUNICATIONS-COMPUTER SYSTEMS OPERATOR ACTIVITIES	24
G. PERFORMING PRODUCTION CONTROL OR SYSTEMS MONITOR ACTIVITIES	2
H. PERFORMING GENERAL COMMUNICATIONS ACTIVITIES	1
I. PROCESSING MESSAGES	14
J. PERFORMING TELECOMMUNICATIONS TRAFFIC ANALYSIS ACTIVITIES	1
K. PERFORMING MAGNETIC MEDIA LIBRARY ACTIVITIES	5
L. PERFORMING COMMUNICATIONS-COMPUTER MOBILITY ACTIVITIES	2
M. OPERATING NON MOBILE TELEPHONE SWITCHBOARDS	3
N. PERFORMING SOFTWARE PLANNING AND DESIGN	1
O. PERFORMING SOFTWARE DEVELOPMENT, IMPLEMENTATION, AND MAINTENANCE	2
P. PERFORMING SOFTWARE TESTING, QUALITY ASSURANCE, AND CONFIGURATION MANAGEMENT ACTIVITIES	1
Q. MAINTAINING SECURITY	15
R. PERFORMING SUPPLY OR CONTRACTING ACTIVITIES	3

NOTE: Time Spent does not total 100 percent due to rounding

TABLE 14

REPRESENTATIVE TASKS PERFORMED BY
FIRST-ENLISTMENT AFSC 3C0X1 PERSONNEL

TASKS	PERCENT MEMBERS PERFORMING (N=850)
Q436 Escort visitors through facilities	63
F147 Perform communications-computer systems startup or shutdown procedures	60
F146 Perform communications-computer systems equipment power-on or power-off procedures	60
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	59
E84 Distribute messages or output products	59
F141 Mount or dismount magnetic media	56
E100 Monitor operational status of equipment	55
E99 Make entries on shift supervisor logs or master station logs (MSLs)	54
E106 Respond to inquiries from customers, such as computer job or message status	54
Q433 Destroy or dispose of classified or sensitive unclassified materials	52
F126 Interpret indicating lights on peripheral equipment	48
F156 Respond to system requests	48
F131 Label magnetic media	47
F151 Perform or practice communications-computer systems emergency procedures	46
E105 Process output products	46
I211 Respond to service messages	45
Q470 Witness destruction of classified materials	45
E104 Prepare unclassified media for mail, delivery, or distribution	44
Q435 Distribute classified materials	44
E80 Assist users in resolving computer software malfunctions or problems	43
Q468 Store or safeguard classified materials	43
I194 Follow up service messages	43
F155 Request system information via consoles	43
I199 Maintain service message logs or files	42
I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions	42
F114 Analyze console displays or system printouts	42
F129 Isolate causes of machine stops or malfunctions	42
F149 Perform operator maintenance on communications-computer systems equipment	41
I214 Stamp messages with special handling, precedence, or classification	41
I206 Prepare service actions on messages, such as misrouted, garbled, incomplete, or interlaced	41
I213 Separate incoming messages for distribution	41
Q469 Verify access to restricted or controlled areas or classified materials	41

correspond to training decisions listed and defined in the Training Decision Logic Table found in Attachment 1, AETCR 52-22, and allow course personnel to quickly focus their attention on those tasks that are most likely to qualify for ABR course consideration.

Tasks having the highest TE ratings are listed in Table 15. Included for each task are the percentage of first-job and first-enlistment personnel performing and the TD rating. As illustrated by the tasks, most apply to the operating procedures of communications and computer systems.

Table 16 lists the tasks having the highest TD ratings. The percentages of first-job, first-enlistment, 5-, and 7-skill level personnel performing, and the TE rating are also included for each task. The majority of tasks with high difficulty are not performed by high percentages of any criterion group. Most tasks are advanced operating procedures, such as designing remote terminal networks or drafting configuration management plans.

Various lists of tasks, accompanied by TE and TD ratings, and where appropriate, ATI information, are contained in the Training Extract package and should be reviewed in detail by technical school personnel. (For a more detailed explanation of TE and TD ratings, see Task Factor Administration in the **SURVEY METHODOLOGY** section of this report.)

Specialty Training Standard (STS)

A comprehensive review of the STS created at the January 1995 U&TW was made by comparing survey data to STS elements. Subject-matter experts from the Technical School matched JI tasks to appropriate STS sections and subsections. A complete computer listing displaying the percent members performing tasks, TE and TD ratings for each task, along with the STS matchings, has been forwarded to the technical school for their review of the training documents.

Typically, STS sections and subsections matched to tasks which have sufficiently high TE and TD ratings, and are performed by at least 20 percent or more personnel in appropriate experience or skill-level groups (such as first-enlistment (1-48 months' TAFMS) and 5- and 7-skill level groups), are considered to be supported and should be considered for inclusion in the STS. Likewise, paragraphs having tasks with less than 20 percent performing across all of the criterion groups should be considered for deletion from the STS.

In this career ladder, major changes in technology have driven changes in the STS. In January 1994, the technical school added a block covering Network and System Administration. The also reduced the emphasis on Console Operations in the basic course. These changes match the descriptions in the Specialty Comparison to Previous Study section of this report. The console operations mission is declining because the Air Force is finding less and less utility in the mainframe type computer system. Except for Space Command and a few select locations, the Communications-Computer Operations ladder is focused on using small computer networks

TABLE 15

TASKS WITH HIGHEST TRAINING EMPHASIS RATINGS

TASKS	TNG EMP	PERCENT MEMBERS PERFORMING		TSK DIFF
		IST JOB	IST ENL	
F152 Perform recovery procedures on communications-computer systems	6.61	41	40	5.59
F147 Perform communications-computer systems startup or shutdown procedures	6.36	61	60	4.57
F135 Maintain operations of peripheral equipment	6.31	40	40	4.23
F146 Perform communications-computer systems equipment power-on or power-off procedures	6.28	60	60	4.35
F129 Isolate causes of machine stops or malfunctions	6.22	39	42	5.66
F134 Load operating systems	6.19	24	27	4.87
I211 Respond to service messages	6.14	44	45	4.37
F151 Perform or practice communications-computer systems emergency procedures	5.97	47	46	4.62
F156 Respond to system requests	5.89	48	48	4.10
I206 Prepare service actions on messages, such as misrouted, garbled, incomplete, or interlaced	5.83	42	41	4.56
F149 Perform operator maintenance on communications-computer systems equipment	5.83	40	42	4.10
E84 Distribute messages or output products	5.75	60	59	3.54
E101 Notify addressees or distribution centers of high precedence message receipt	5.72	40	40	3.22
E100 Monitor operational status of equipment	5.72	53	55	3.94
F130 Isolate problems on production runs	5.61	18	18	5.78
F126 Interpret indicating lights on peripheral equipment	5.61	49	48	4.18
I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions	5.56	43	42	3.67
E105 Process output products	5.53	48	46	3.48
I189 Assign routing indicators	5.53	31	35	3.79
Q433 Destroy or dispose of classified or sensitive unclassified materials	5.44	51	52	4.08
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	5.42	64	59	3.41
Q468 Store or safeguard classified materials	5.42	42	43	4.10
F127 Interpret indicating or register lights on central processing units (CPUs) or mainframes	5.42	24	27	4.82
F121 Correct stoppages on communications-computer systems peripheral equipment	5.39	37	39	4.81
F155 Request system information via consoles	5.39	42	43	4.11
E106 Respond to inquiries from customers, such as computer job or message status	5.36	55	54	4.06

TE MEAN = S.D. = (HIGH =)

TD MEAN = 5.00; S.D. = 1.00

TABLE 16

TASKS WITH HIGHEST TASK DIFFICULTY RATINGS

TASKS	TSK DIFF	PERCENT MEMBERS PERFORMING					TNG EMP
		IST JOB	IST ENL	3C051	3C071		
N291 Design remote terminal networks	7.08	2	3	4	6	.42	
O329 Analyze system dumps	7.07	3	4	4	4	1.14	
O393 Write database run streams utilizing database routines, such as query language processors (QLPs)	6.99	0	1	2	2	.94	
P401 Draft or write configuration management plans	6.91	0	1	1	2	.36	
C54 Write staff studies, surveys, or special reports, other than training reports	6.90	1	2	7	30	.33	
N318 Prepare recommendations for size and capacity of proposed communications-computer systems equipment	6.89	0	1	3	6	.22	
N293 Determine communications-computer systems data security requirements	6.82	2	3	5	10	.81	
N314 Perform or participate in technical feasibility studies	6.81	1	1	2	5	.72	
N295 Determine communications-computer systems interface or integration requirements	6.79	0	2	3	8	.61	
O394 Write job control run streams	6.78	0	2	3	3	1.00	
C51 Write civilian performance ratings or supervisory appraisals	6.77	0	1	2	12	.47	
P409 Perform database conversions	6.77	1	2	5	5	.47	
D63 Develop formal course curricula, plans of instruction (POIs), or specialty training standards (STSs)	6.75	0	2	5	10	.19	
N312 Perform or participate in economical feasibility studies	6.73	0	1	1	5	.72	
A7 Draft budget requirements	6.68	2	3	6	27	.39	
O395 Write job parameter statements	6.67	0	1	2	1	.83	
N313 Perform or participate in operational feasibility studies	6.66	1	2	3	7	.86	
P402 Evaluate changes to computer nets or networks	6.63	1	3	5	10	.61	
N319 Review communications-computer systems interface or integration requirements	6.63	0	1	2	5	.22	
N323 Review programming standards	6.63	0	1	1	3	.22	
N322 Review data systems project plans	6.61	0	1	2	5	.22	

TD MEAN = 5.00; S.D. = 1.00

TE MEAN = ; S.D. = (HIGH =)

(which is what was added to the STS in 1994). The current analysis of the STS, however, had no tasks matched to this new section of STS. The sections of the STS that are matched are well supported.

At the end of the Training Extract is a listing of the tasks not referenced to the STS. Many of these had high ratings on training emphasis but they related to the declining mainframe operator responsibilities. Examples of those with high TE include isolating problems on production runs, requesting system information via consoles, and performing or practicing communications-computer systems emergency procedures.

JOB SATISFACTION ANALYSIS

An examination of the job satisfaction indicators of various groups can give career ladder managers a better understanding of some of the factors that may affect the job performance of airmen in the career ladder. Questions covering job interest, perceived utilization of talents and training, sense of accomplishment gained from work, and reenlistment intentions were included in the survey booklet to provide indications of job satisfaction. The responses of the current survey sample were then analyzed by making several comparisons: (1) among TAFMS groups of the Communications-Computer Systems Operator career ladder and a comparative sample of personnel from other Direct Support career ladders surveyed in 1993 (AFSCs 1T1X1, 2R0X1, and 2R1X1); (2) between current and previous survey experience groups; and (3) across specialty groups identified in the **SPECIALTY JOBS** section of the report.

Table 17 presents job satisfaction data for AFSC 3C0X1 TAFMS groups together with data for a comparative sample surveyed during the previous calendar year. These data give a relative measure of how the job satisfaction of AFSC 3C0X1 personnel compares with similar Air Force specialties. Communications-Computer Systems Operator personnel reported much lower job satisfaction than members of the comparative sample. Overall, satisfaction for all three TAFMS groups in AFSC 3C0X1 is generally positive; however, first and second enlistment personnel were much less enthusiastic about the use of their training and talents than similar direct support personnel recently surveyed. These do not appear to signal serious satisfaction problems, though, since reenlistment intentions are positive and similar.

Comparison of job satisfaction responses of the current survey TAFMS groups to TAFMS groups in the 1988 survey of AFSC 491X1 survey (see Table 18) indicates that generally the current responses are as positive as the 1988 responses. First-enlistment personnel are the only group that shows a noteworthy decline in their expressed job interest and their perceived use of talents.

An examination of job satisfaction data can also reveal the influences performing certain jobs may have on overall job satisfaction. Table 19 presents job satisfaction data for the major jobs identified in the career ladder structure for AFSC 3C0X1. Job satisfaction indicators for the Tape Librarian job and Switchboard Operator job were the lowest for any of the jobs, while the Database Management/Network Administration and Supervisor clusters had the highest indicators.

TABLE 17

COMPARISON OF JOB SATISFACTION INDICATORS FOR AFSC 3C0X1 TAFMS GROUPS IN CURRENT STUDY TO A COMPARATIVE SAMPLE (PERCENT MEMBERS RESPONDING)*

	1-48 MONTHS TAFMS		49-96 MONTHS TAFMS		97+ MONTHS TAFMS	
	3C0X1 (N=850)	COMP SAMPLE (N=767)	3C0X1 (N=752)	COMP SAMPLE (N=700)	3C0X1 (N=1,206)	COMP SAMPLE (N=1,514)
<u>EXPRESSED JOB INTEREST:</u>						
INTERESTING	50	66	56	72	69	76
SO-SO	22	22	17	18	16	14
DULL	28	12	26	10	14	9
<u>PERCEIVED USE OF TALENTS:</u>						
FAIRLY WELL TO PERFECT	57	70	66	79	76	83
NONE TO VERY LITTLE	43	30	35	21	23	17
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECT	67	90	59	83	65	79
NONE TO VERY LITTLE	33	10	40	17	35	21
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>						
SATISFIED	50	72	55	75	67	75
NEUTRAL	20	16	14	9	11	8
DISSATISFIED	30	12	30	16	22	17
<u>RE ENLISTMENT INTENTIONS:</u>						
YES OR PROBABLY YES	60	64	71	79	75	70
NO OR PROBABLY NO	40	36	29	21	8	10
WILL RETIRE	0	0	0	0	17	19

Comparative data are from AFSCs 1T1X1, 2R0X1, and 2R1X1 surveyed in 1993

TABLE 18

COMPARISON OF JOB SATISFACTION INDICATORS FOR AFSC 3C0X1 TAFMS GROUPS IN CURRENT STUDY TO PREVIOUS STUDY (PERCENT MEMBERS RESPONDING)

	1-48 MONTHS TAFMS		49-96 MONTHS TAFMS		97+ MONTHS TAFMS	
	3C0X1 (N=850)	1988 491X1 (N=967)	3C0X1 (N=752)	1988 491X1 (N=692)	3C0X1 (N=1,206)	1988 491X1 (N=1,014)
<u>EXPRESSED JOB INTEREST:</u>						
INTERESTING	50	60	56	57	69	68
SO-SO	22	19	17	21	16	15
DULL	28	21	26	23	14	16
<u>PERCEIVED USE OF TALENTS:</u>						
FAIRLY WELL TO PERFECT	57	67	66	66	76	72
NONE TO VERY LITTLE	43	33	35	34	23	28
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECT	67	71	59	66	65	61
NONE TO VERY LITTLE	33	29	40	34	35	38
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>						
SATISFIED	50	**	55	**	67	**
NEUTRAL	20	**	14	**	11	**
DISSATISFIED	30	**	30	**	22	**
<u>REENLISTMENT INTENTIONS:</u>						
YES OR PROBABLY YES	60	57	71	65	75	71
NO OR PROBABLY NO	40	42	29	35	8	11
WILL RETIRE		0		0	17	18

NOTE: Columns may not add to 100 percent due to rounding or non response

** Data not available for these questions

TABLE 19

JOB SATISFACTION INDICATORS FOR AFSC 3COX1 JOBS
(PERCENT MEMBERS RESPONDING)

	CONSOLE OPERATIONS CLUSTER (N=387)	RECORD COMM CLUSTER (N=866)	DEASE/NET ADMIN CLUSTER (N=268)	TAPE LIBRARIAN JOB (N=53)	ENTRY-LEVEL OPERATOR CLUSTER (N=57)	SECURITY CLUSTER (N=254)
<u>EXPRESSED JOB INTEREST:</u>						
INTERESTING	47	47	91	30	42	76
SO-SO	23	25	6	32	30	13
DULL	30	28	3	38	28	11
<u>PERCEIVED USE OF TALENTS:</u>						
FAIRLY WELL TO PERFECT	57	58	94	53	53	79
NONE TO VERY LITTLE	43	41	5	47	47	20
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECT	64	78	69	59	65	53
NONE TO VERY LITTLE	35	22	30	42	35	47
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>						
SATISFIED	50	47	85	40	46	70
NEUTRAL	16	20	5	25	23	14
DISSATISFIED	35	33	9	36	32	16
<u>REENLISTMENT INTENTIONS:</u>						
YES OR PROBABLY YES	75	69	73	45	56	80
NO OR PROBABLY NO	19	27	22	49	40	12
WILL RETIRE	6	4	5	4	4	8

NOTE: Columns may not add to 100 percent due to rounding or non response

TABLE 19 (CONTINUED)

JOB SATISFACTION INDICATORS FOR AFSC 3C0X1 JOBS
(PERCENT MEMBERS RESPONDING)

	SUPERVISION CLUSTER (N=330)	TRAINING CLUSTER (N=19)	TEST & EVAL JOB (N=7)	ADPE CLUSTER (N=96)	SWITCHBOARD OPERATIONS (N=44)
<u>EXPRESSED JOB INTEREST:</u>					
INTERESTING	78	79	71	80	30
SO-SO	12	16	14	11	20
DULL	10	5	14	8	48
<u>PERCEIVED USE OF TALENTS:</u>					
FAIRLY WELL TO PERFECT	84	89	85	80	36
NONE TO VERY LITTLE	16	11	14	20	64
<u>PERCEIVED USE OF TRAINING:</u>					
FAIRLY WELL TO PERFECT	68	52	57	35	16
NONE TO VERY LITTLE	32	47	43	65	84
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>					
SATISFIED	74	84	43	78	41
NEUTRAL	6	5	14	9	25
DISSATISFIED	20	11	43	13	34
<u>RE ENLISTMENT INTENTIONS:</u>					
YES OR PROBABLY YES	68	58	71	77	61
NO OR PROBABLY NO	9	21	14	17	39
WILL RETIRE	22	21	14	6	0

NOTE: Columns may not add to 100 percent due to rounding or non response

IMPLICATIONS

In general, training for this career ladder is on track. Technical training has gone through major changes within this career ladder because of the technological advancement that is driving changes in the field. The former core job of the ladder was mainframe operations. In a lot of circumstances in today's computing environments, many mainframe systems are being phased out in favor of distributed network systems of file servers and personal computers. Formal training on mainframe systems is shrinking in response. The leadership of the career ladder is taking a realistic view of the field and is excited to hear more about the changing structure in future surveys of the ladder.

APPENDIX A

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TABLE A1
 CONSOLE OPERATIONS CLUSTER
 (STG266)

TASKS	PERCENT MEMBERS PERFORMING (N=387)
F141 Mount or dismount magnetic media	93
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	89
F147 Perform communications-computer systems startup or shutdown procedures	87
F146 Perform communications-computer systems equipment power-on or power-off procedures	87
F156 Respond to system requests	86
F131 Label magnetic media	86
E100 Monitor operational status of equipment	83
Q436 Escort visitors through facilities	82
E99 Make entries on shift supervisor logs or master station logs (MSLs)	81
F126 Interpret indicating lights on peripheral equipment	77
F155 Request system information via consoles	76
F135 Maintain operations of peripheral equipment	72
E106 Respond to inquiries from customers, such as computer job or message status	72
F129 Isolate causes of machine stops or malfunctions	72
F149 Perform operator maintenance on communications-computer systems equipment	71
E91 Initialize processing, such as batch job, on-line, or off-line	70
F121 Correct stoppages on communications-computer systems peripheral equipment	69
E90 Identify tape failures	68
F114 Analyze console displays or system printouts	67
F151 Perform or practice communications-computer systems emergency procedures	67
F152 Perform recovery procedures on communications-computer systems	66
E105 Process output products	65
D58 Conduct OJT	64
K226 Clean magnetic media	63
E84 Distribute messages or output products	62
F158 Set or reset computer time clocks	59
E80 Assist users in resolving computer software malfunctions or problems	58
F117 Check out magnetic media from libraries	58
F127 Interpret indicating or register lights on central processing units (CPUs) or mainframes	58
Q469 Verify access to restricted or controlled areas or classified materials	56
Q433 Destroy or dispose of classified or sensitive unclassified materials	55

TABLE A2
 BASIC CONSOLE OPERATOR JOB
 (STG497)

TASKS	PERCENT MEMBERS PERFORMING (N=184)	
F141	Mount or dismount magnetic media	98
F156	Respond to system requests	96
F143	Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	92
F147	Perform communications-computer systems startup or shutdown procedures	89
F146	Perform communications-computer systems equipment power-on or power-off procedures	89
F131	Label magnetic media	85
E99	Make entries on shift supervisor logs or master station logs (MSLs)	84
F155	Request system information via consoles	84
E100	Monitor operational status of equipment	80
F126	Interpret indicating lights on peripheral equipment	80
E91	Initialize processing, such as batch job, on-line, or off line	78
F149	Perform operator maintenance on communications-computer systems equipment	77
Q436	Escort visitors through facilities	77
E106	Respond to inquiries from customers, such as computer job or message status	73
F129	Isolate causes of machine stops or malfunctions	72
F152	Perform recovery procedures on communications-computer systems	72
F114	Analyze console displays or system printouts	71
F135	Maintain operations of peripheral equipment	70
F121	Correct stoppages on communications-computer systems peripheral equipment	70
F151	Perform or practice communications-computer systems emergency procedures	67
E105	Process output products	66
F136	Make entries on work or run requests, such as initials, remarks, or panel readings	60
E84	Distribute messages or output products	60
E90	Identify tape failures	60
F158	Set or reset computer time clocks	59
K226	Clean magnetic media	58
D58	Conduct OJT	57
F127	Interpret indicating or register lights on central processing units (CPUs) or mainframes	56
F150	Perform operator maintenance on temperature or humidity recording devices	55
F117	Check out magnetic media from libraries	53
F137	Monitor data flow	51
E108	Review computer output products	48
F160	Transfer programs or data from one media to another media	48
F134	Load operating systems	48
G164	Burst or decollate printed output products	44
F113	Adjust run sequence	43

TABLE A3
OPERATIONS AND SECURITY JOB
(STG559)

TASKS	PERCENT MEMBERS PERFORMING (N=7)	
Q468	Store or safeguard classified materials	100
Q436	Escort visitors through facilities	100
F135	Maintain operations of peripheral equipment	100
F156	Respond to system requests	100
F149	Perform operator maintenance on communications-computer systems equipment	100
F147	Perform communications-computer systems startup or shutdown procedures	100
F143	Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	100
Q433	Destroy or dispose of classified or sensitive unclassified materials	100
F146	Perform communications-computer systems equipment power-on or power-off procedures	100
Q469	Verify access to restricted or controlled areas or classified materials	86
E100	Monitor operational status of equipment	86
R484	Inspect tools, supplies, or equipment	86
F158	Set or reset computer time clocks	86
Q430	Change lock combinations for safes, vaults, or cipher locks	86
F160	Transfer programs or data from one media to another media	71
R485	Inventory tools, supplies, or equipment	71
Q465	Sanitize sites or equipment upon completion of classified processing	71
Q446	Mark or stamp sensitive unclassified or classified information, other than messages	71
Q470	Witness destruction of classified materials	71
F134	Load operating systems	71
Q432	Designate classified materials for destruction	71
F116	Change systems hardware configurations	71
F157	Review input data	57
F155	Request system information via consoles	57
Q466	Secure site or equipment for classified processing	57
R491	Place tools, supplies, or equipment in storage	57
F129	Isolate causes of machine stops or malfunctions	57
R481	Establish or maintain hand receipt files	57
F150	Perform operator maintenance on temperature or humidity recording devices	57
Q429	Assign user identifications (IDs) or passwords	57
F121	Correct stoppages on communications-computer systems peripheral equipment	57
A3	Determine or establish work priorities	43
E80	Assist users in resolving computer software malfunctions or problems	43
F141	Mount or dismount magnetic media	43
E105	Process output products	43
F114	Analyze console displays or system printouts	43

TABLE A4
 BASE COMMUNICATIONS CENTER CLUSTER
 (STG204)

TASKS	PERCENT MEMBERS PERFORMING (N=866)
I211 Respond to service messages	92
I199 Maintain service message logs or files	86
I194 Follow up service messages	86
I213 Separate incoming messages for distribution	85
E84 Distribute messages or output products	84
I214 Stamp messages with special handling, precedence, or classification	84
E99 Make entries on shift supervisor logs or master station logs (MSLs)	84
Q433 Destroy or dispose of classified or sensitive unclassified materials	84
I206 Prepare service actions on messages, such as misrouted, garbled, incomplete, or interlaced	84
I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions	83
Q436 Escort visitors through facilities	83
E101 Notify addressees or distribution centers of high precedence message receipt	79
I193 Follow special instructions on messages	78
Q435 Distribute classified materials	77
I189 Assign routing indicators	77
Q470 Witness destruction of classified materials	75
E100 Monitor operational status of equipment	72
I187 Annotate time of transmission or receipt on messages	72
Q441 Inventory classified or communications security (COMSEC) materials	72
F147 Perform communications-computer systems startup or shutdown procedures	72
F146 power-on or power-off procedures	72
I212 Retrieve messages manually	71
E106 Respond to inquiries from customers, such as computer job or message status	71
Q468 Store or safeguard classified materials	68
I188 Assign operating signals	67
I200 Make entries on DD Forms 1503 (Message Correction Notice)	67
I201 Perform alternate routing of message traffic	67
E104 Prepare unclassified media for mail, delivery, or distribution	65
I202 Prepare abbreviated plain address messages	65
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	65
I186 Annotate station serial number on messages	64
Q469 Verify access to restricted or controlled areas or classified materials	64
F151 Perform or practice communications-computer systems emergency procedures	64

TABLE A5
MESSAGE PROCESSING JOB
(STG414)

TASKS	PERCENT MEMBERS PERFORMING (N=660)
I211 Respond to service messages	97
I194 Follow up service messages	91
I213 Separate incoming messages for distribution	90
I199 Maintain service message logs or files	90
Q435 Distribute classified materials	90
I206 Prepare service actions on messages, such as misrouted, garbled, incomplete, or interlaced	90
I214 Stamp messages with special handling, precedence, or classification	89
E84 Distribute messages or output products	88
I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions	88
E101 Notify addressees or distribution centers of high precedence message receipt	86
E99 Make entries on shift supervisor logs or master station logs (MSLs)	85
Q433 Destroy or dispose of classified or sensitive unclassified materials	83
I193 Follow special instructions on messages	82
Q436 Escort visitors through facilities	82
I189 Assign routing indicators	79
I212 Retrieve messages manually	75
E106 Respond to inquiries from customers, such as computer job or message status	75
F147 Perform communications-computer systems startup or shutdown procedures	74
F146 Perform communications-computer systems equipment power-on or power-off procedures	74
E100 Monitor operational status of equipment	73
I187 Annotate time of transmission or receipt on messages	73
Q470 Witness destruction of classified materials	73
I200 Make entries on DD Forms 1503 (Message Correction Notice)	73
Q441 Inventory classified or communications security (COMSEC) materials	70
I201 Perform alternate routing of message traffic	70
I188 Assign operating signals	69
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	69
E104 Prepare unclassified media for mail, delivery, or distribution	68
I202 Prepare abbreviated plain address messages	67
I186 Annotate station serial number on messages	65
Q468 Store or safeguard classified materials	65

TABLE A6
SECURITY AND SUPERVISION JOB
(STG311)

TASKS	PERCENT MEMBERS PERFORMING (N=128)
Q433 Destroy or dispose of classified or sensitive unclassified materials	92
Q436 Escort visitors through facilities	90
A3 Determine or establish work priorities	88
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	84
Q470 Witness destruction of classified materials	83
D58 Conduct OJT	83
Q430 Change lock combinations for safes, vaults, or cipher locks	83
B20 Counsel personnel on personal or military-related matters	81
Q441 Inventory classified or communications security (COMSEC) materials	80
E100 Monitor operational status of equipment	80
C42 Evaluate personnel for compliance with performance standards	80
A6 Develop work methods or procedures	80
E99 Make entries on shift supervisor logs or master station logs (MSLs)	80
Q468 Store or safeguard classified materials	79
B29 Interpret policies, directives, or procedures for subordinates	79
Q469 Verify access to restricted or controlled areas or classified materials	78
Q445 Maintain visitor registers	77
Q439 Implement cryptographic key changes	76
C52 Write EPRs	75
Q440 Inspect classified materials	73
Q435 Distribute classified materials	73
F146 Perform communications-computer systems equipment power-on or power-off procedures	73
B33 Supervise Communications-Computer Systems Operators (AFSC 49151)	72
A9 Establish performance standards for subordinates	72
E83 Coordinate with subscribers or customers on operational or procedural matters	72
Q447 Page count classified materials	72
E84 Distribute messages or output products	71
Q450 Perform physical security inspections of facilities	71
Q432 Designate classified materials for destruction	70
D61 Counsel trainees on training progress	70
A13 Plan or schedule work assignments	70
F147 Perform communications-computer systems startup or shutdown	70

TABLE A7

MOBILE COMMUNICATIONS JOB
(GP75)

TASKS	PERCENT MEMBERS PERFORMING (N=81)
L261 Set up or dismantle mobile communications-computer systems equipment	92
L256 Perform operations checks or services on vehicles	91
L246 Camouflage mobile communications equipment	87
L257 Prepare communications-computer supplies for field operations	86
L258 Prepare communications-computer systems equipment for operation	82
L255 Perform operational checks of mobile communications equipment, other than convoy equipment	81
Q436 Escort visitors through facilities	80
L250 Palletize equipment	79
L251 Perform guard duties	79
L260 Secure communications-computer systems equipment in vans for movement	79
L249 Maintain mobile administrative support kits	77
L252 Perform initial tests of systems in a mobile environment	77
Q441 Inventory classified or communications security (COMSEC) materials	75
Q433 Destroy or dispose of classified or sensitive unclassified materials	75
E99 Make entries on shift supervisor logs or master station logs (MSLs)	74
Q468 Store or safeguard classified materials	71
F146 Perform communications-computer systems equipment power-on or power-off procedures	69
Q470 Witness destruction of classified materials	69
F147 Perform communications-computer systems startup or shutdown procedures	68
L259 Process calls through mobile telephone equipment	67
I211 Respond to service messages	67
I187 Annotate time of transmission or receipt on messages	66
Q439 Implement cryptographic key changes	66
I189 Assign routing indicators	65
L248 Erect tactical air base cononement areas	64
I199 Maintain service message logs or files	64
L253 Perform mobile communications control center operations	61
I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions	61
I194 Follow up service messages	61
F149 Perform operator maintenance on communications-computer systems equipment	61
E100 Monitor operational status of equipment	60
I214 Stamp messages with special handling, precedence, or classification	60

TABLE A8
 DATABASE/NETWORK ADMINISTRATION CLUSTER
 (STG67)

TASKS	PERCENT MEMBERS PERFORMING (N=268)
E80 Assist users in resolving computer software malfunctions or problems	94
F160 Transfer programs or data from one media to another media	72
E83 Coordinate with subscribers or customers on operational or procedural matters	71
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	70
F129 Isolate causes of machine stops or malfunctions	69
E106 Respond to inquiries from customers, such as computer job or message status	67
F155 Request system information via consoles	66
F114 Analyze console displays or system printouts	65
A3 Determine or establish work priorities	65
A6 Develop work methods or procedures	63
F120 Coordinate scheduled downtime with main site, office of primary responsibility (OPR), and remote users	61
E91 Initialize processing, such as batch job, on-line, or off-line reports	61
E79	58
G176 Review communications-computer systems software release or patch documentation	57
F152 Perform recovery procedures on communications-computer systems	57
F147 Perform communications-computer systems startup or shutdown procedures	57
G173 Resize database areas	55
O335 Determine causes of abnormal program halts	55
G177 Review disk directories	55
F134 Load operating systems	55
E109 Review customer requests for communications-computer systems services	54
E100 Monitor operational status of equipment	54
O332 Coordinate new system releases with users	54
F130 Isolate problems on production runs	53
E108 Review computer output products	53
G161 Align files on disks	52
F126 Interpret indicating lights on peripheral equipment	52
F156 Respond to system requests	52
E77 Analyze computer-performance measurement data	50
F113 Adjust run sequence	48
F145 Participate with programmers in testing or debugging programs	48
O330 Assign file or disk space to users or projects	48
E84 Distribute messages or output products	48
F121 Correct stoppages on communications-computer systems peripheral equipment	47
Q429 Assign user identifications (IDs) or passwords	47

TABLE A9
 DATABASE MANAGER JOB
 (STG355)

TASKS	PERCENT MEMBERS PERFORMING (N=111)	
E80	Assist users in resolving computer software malfunctions or problems	99
F114	Analyze console displays or system printouts	91
E106	Respond to inquiries from customers, such as computer job or message status	88
E91	Initialize processing, such as batch job, on-line, or off-line	88
F120	Coordinate scheduled downtime with main site, office of primary responsibility (OPR), and remote users	86
F130	Isolate problems on production runs	85
F143	Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	85
G173	Resize database areas	84
F155	Request system information via consoles	83
F113	Adjust run sequence	83
F160	Transfer programs or data from one media to another media	83
G176	Review communications-computer systems software release or patch documentation	81
E83	Coordinate with subscribers or customers on operational or procedural matters	80
E108	Review computer output products	80
G175	Review communications-computer systems run processing instructions	79
G172	Prepare communications-computer systems run processing instructions	76
G170	Establish or update computer run processing instructions	76
G161	Align files on disks	72
O332	Coordinate new system releases with users	72
F137	Monitor data flow	72
F156	Respond to system requests	72
E84	Distribute messages or output products	72
E79	Assist customers in preparation of difficulty or trouble reports	72
F129	Isolate causes of machine stops or malfunctions	71
F152	Perform recovery procedures on communications-computer systems	70
E102	Notify customers of completed output products	70
O330	Assign file or disk space to users or projects	66
O335	Determine causes of abnormal program halts	65
E105	Process output products	65
A3	Determine or establish work priorities	64
F141	Mount or dismount magnetic media	64
F147	Perform communications-computer systems startup or shutdown procedures	64
E109	Review customer requests for communications-computer systems services	63
G177	Review disk directories	63

TABLE A10
 NETWORK ADMINISTRATION JOB
 (STG397)

TASKS	PERCENT MEMBERS PERFORMING (N=52)
E80 Assist users in resolving computer software malfunctions or problems	94
F129 Isolate causes of machine stops or malfunctions	88
O335 Determine causes of abnormal program halts	88
E100 Monitor operational status of equipment	84
N288 Analyze communications-computer systems processing capabilities	84
F160 Transfer programs or data from one media to another media	84
F116 Change systems hardware configurations	82
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	82
F147 Perform communications-computer systems startup or shutdown procedures	81
N289 Analyze database requirements	80
A6 Develop work methods or procedures	80
P424 Test computer programs	78
F145 Participate with programmers in testing or debugging programs	78
O332 Coordinate new system releases with users	78
F146 Perform communications-computer systems equipment power-on or power-off procedures	78
O330 Assign file or disk space to users or projects	78
Q429 Assign user identifications (IDs) or passwords	76
F121 Correct stoppages on communications-computer systems peripheral equipment	76
G177 Review disk directories	76
F134 Load operating systems	76
A3 Determine or establish work priorities	76
E83 Coordinate with subscribers or customers on operational or procedural matters	75
F114 Analyze console displays or system printouts	75
N297 Determine interrelationships among files, documents, or data items	75
F115 Change internal components of microcomputers, such as personal computer (PC) modulator-demodulators (MODEMs)	73
E82 Compile statistical data, such as system availability, user logons, or traffic data	73
O391 Train users in communications-computer systems	71
F155 Request system information via consoles	71
E79 Assist customers in preparation of difficulty or trouble reports	71
N293 Determine communications-computer systems data security requirements	71
G161 Align files on disks	71
F123 Format magnetic media	71
N290 Brief functional area personnel on capabilities of proposed communications-computer systems equipment	71

TABLE A11
TAPE LIBRARIAN JOB
(STG388)

TASKS	PERCENT MEMBERS PERFORMING (N=53)	
K225	Certify magnetic media	90
K233	File magnetic media	88
K226	Clean magnetic media	86
K239	Place load-point or end-of-tape markers on magnetic tapes	84
K229	Degauss magnetic media	83
K234	File returned magnetic media	79
E90	Identify tape failures	79
F141	Mount or dismount magnetic media	79
F131	Label magnetic media	79
K235	Inventory magnetic media	79
E89	Identify magnetic media needed from or to be returned to off-site storage	75
K236	Issue magnetic media from library	73
K244	Update scratch tapes or disk pack lists	71
K245	Visually inspect magnetic media	71
K237	Maintain off-site or remote storage backup files	66
K227	Compare internal and external labels	66
K230	Destroy magnetic media	64
F148	Perform magnetic media searches	62
K231	Establish or update magnetic media accountability records	60
F117	Check out magnetic media from libraries	56
K238	Make entries on magnetic media control logs	56
Q436	Escort visitors through facilities	56
K228	Coordinate magnetic media requirements with system console operators or system monitors	52
E104	Prepare unclassified media for mail, delivery, or distribution	50
E84	Distribute messages or output products	49
E91	Initialize processing, such as batch job, on-line, or off-line	49
E99	Make entries on shift supervisor logs or master station logs (MSLs)	45
F123	Format magnetic media	41
E100	Monitor operational status of equipment	35
F156	Respond to system requests	35

TABLE A12

ENTRY LEVEL OPERATOR CLUSTER
(STG129)

TASKS	PERCENT MEMBERS PERFORMING (N=57)
F141 Mount or dismount magnetic media	85
E100 Monitor operational status of equipment	70
F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes	68
F131 Label magnetic media	66
F147 Perform communications-computer systems startup or shutdown procedures	65
F156 Respond to system requests	64
F146 Perform communications-computer systems equipment power-on or power-off procedures	59
E99 Make entries on shift supervisor logs or master station logs (MSLs)	52
E91 Initialize processing, such as batch job, on-line, or off-line	49
F155 Request system information via consoles	38
F126 Interpret indicating lights on peripheral equipment	38
E84 Distribute messages or output products	38
G164 Burst or decollate printed output products	36
E105 Process output products	36
F135 Maintain operations of peripheral equipment	36
R492 Prepare AF Forms 597 (ADPE Maintenance Record) or vendor invoice certificates	36
Q436 Escort visitors through facilities	35
F149 Perform operator maintenance on communications-computer systems equipment	33
E106 Respond to inquiries from customers, such as computer job or message status	33
F114 Analyze console displays or system printouts	29
F136 Make entries on work or run requests, such as initials, remarks, or panel readings	29
F137 Monitor data flow	24
F117 Check out magnetic media from libraries	22

TABLE A13

SECURITY CLUSTER
(STG161)

TASKS	PERCENT MEMBERS PERFORMING (N=254)
Q433 Destroy or dispose of classified or sensitive unclassified materials	90
Q468 Store or safeguard classified materials	88
Q470 Witness destruction of classified materials	87
Q441 Inventory classified or communications security (COMSEC) materials	79
Q469 Verify access to restricted or controlled areas or classified materials	76
Q430 Change lock combinations for safes, vaults, or cipher locks	76
Q452 Prepare destruction reports for classified materials	75
Q443 Maintain COMSEC account records	74
Q447 Page count classified materials	74
Q461 Report security violations	73
Q467 Sign receipts for classified materials	73
Q436 Escort visitors through facilities	72
Q440 Inspect classified materials	72
Q442 Issue COMSEC materials	71
Q445 Maintain visitor registers	71
Q435 Distribute classified materials	70
Q432 Designate classified materials for destruction	68
Q431 Conduct security briefings or debriefings	65
Q449 Perform courier functions	65
Q444 Maintain COMSEC emergency action plans (EAPs)	65
Q446 Mark or stamp sensitive unclassified or classified information, other than messages	63
Q448 Perform administrative security inspections	61
Q434 Determine protection requirements for classified materials	61
A3 Determine or establish work priorities	60
Q453 Prepare incident reports	60
Q450 Perform physical security inspections of facilities	57
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	55
B26 Implement safety or security programs	55
Q459 Prepare or update access lists to restricted or controlled areas or classified materials	54
C44 Evaluate security programs	52
A11 Plan briefings	50
Q437 Establish or update classified materials files	49

TABLE A14

COMMUNICATIONS SECURITY JOB
(STG483)

TASKS	PERCENT MEMBERS PERFORMING (N=186)
Q470 Witness destruction of classified materials	98
Q441 Inventory classified or communications security (COMSEC) materials	97
Q433 Destroy or dispose of classified or sensitive unclassified materials	96
Q468 Store or safeguard classified materials	96
Q443 Maintain COMSEC account records	94
Q447 Page count classified materials	94
Q452 Prepare destruction reports for classified materials	93
Q442 Issue COMSEC materials	92
Q445 Maintain visitor registers	89
Q430 Change lock combinations for safes, vaults, or cipher locks	88
Q436 Escort visitors through facilities	87
Q435 Distribute classified materials	86
Q469 Verify access to restricted or controlled areas or classified materials	85
Q444 Maintain COMSEC emergency action plans (EAPs)	83
Q440 Inspect classified materials	81
Q467 Sign receipts for classified materials	81
Q432 Designate classified materials for destruction	80
Q446 Mark or stamp sensitive unclassified or classified information, other than messages	76
Q449 Perform courier functions	75
Q461 Report security violations	75
Q434 Determine protection requirements for classified materials	68
Q453 Prepare incident reports	65
Q431 Conduct security briefings or debriefings	63
Q459 Prepare or update access lists to restricted or controlled areas or classified materials	62
A3 Determine or establish work priorities	62
Q437 Establish or update classified materials files	61
Q448 Perform administrative security inspections	58
Q450 Perform physical security inspections of facilities	56
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	54
A6 Develop work methods or procedures	47
C44 Evaluate security programs	46
Q462 Review classified materials destruction plans	46
Q463 Review documents for security violations	46

TABLE A15
SECURITY NCOIC
(STG301)

TASKS	PERCENT MEMBERS PERFORMING (N=41)
Q470 Witness destruction of classified materials	98
Q441 Inventory classified or communications security (COMSEC) materials	97
Q433 Destroy or dispose of classified or sensitive unclassified materials	96
Q468 Store or safeguard classified materials	96
Q443 Maintain COMSEC account records	94
Q447 Page count classified materials	94
Q452 Prepare destruction reports for classified materials	93
Q442 Issue COMSEC materials	92
Q445 Maintain visitor registers	89
Q430 Change lock combinations for safes, vaults, or cipher locks	88
Q436 Escort visitors through facilities	87
Q435 Distribute classified materials	86
Q469 Verify access to restricted or controlled areas or classified materials	85
Q444 Maintain COMSEC emergency action plans (EAPs)	83
Q440 Inspect classified materials	81
Q467 Sign receipts for classified materials	81
Q432 Designate classified materials for destruction	80
Q446 Mark or stamp sensitive unclassified or classified information, other than messages	76
Q449 Perform courier functions	75
Q461 Report security violations	75
Q434 Determine protection requirements for classified materials	68
Q453 Prepare incident reports	65
Q431 Conduct security briefings or debriefings	63
Q459 Prepare or update access lists to restricted or controlled areas or classified materials	62
A3 Determine or establish work priorities	62
Q437 Establish or update classified materials files	61
Q448 Perform administrative security inspections	58
Q450 Perform physical security inspections of facilities	56
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	54
A6 Develop work methods or procedures	47
C44 Evaluate security programs	46
Q462 Review classified materials destruction plans	46
Q463 Review documents for security violations	46

TABLE A16
SUPERVISION CLUSTER
(STG55)

TASKS	PERCENT MEMBERS PERFORMING (N=330)
B20 Counsel personnel on personal or military-related matters	88
C52 Write EPRs	85
A3 Determine or establish work priorities	84
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	80
C42 Evaluate personnel for compliance with performance standards	79
A6 Develop work methods or procedures	79
B29 Interpret policies, directives, or procedures for subordinates	78
C53 Write recommendations for awards or decorations	77
A16 Schedule leaves or passes	75
A9 Establish performance standards for subordinates	72
A4 Determine requirements for space, personnel, equipment or supplies	72
A13 Plan or schedule work assignments	71
B33 Supervise Communications-Computer Systems Operators (AFSC 49151)	66
A1 Assign personnel to duty positions	63
C36 Analyze workload requirements	60
C43 Evaluate personnel for demotion, reclassification, or special awards	59
C47 Evaluate work schedules	56
E80 Assist users in resolving computer software malfunctions or problems	56
A17 Write job descriptions	54
C41 Evaluate maintenance or use of workspace, equipment, or supplies	53
A11 Plan briefings	53
D61 Counsel trainees on training progress	52
E83 Coordinate with subscribers or customers on operational or procedural matters	51
C40 Evaluate job or position descriptions	50
E88 Evaluate quality of customer service	50
B23 Direct utilization of equipment	50
D68 Evaluate progress of trainees	48
D70 Maintain training records, charts, or graphs	48
D58 Conduct OJT	48
Q436 Escort visitors through facilities	47
B19 Conduct staff meetings	46
C39 Evaluate inspection reports or procedures	46
B34 Supervise Communications-Computer Systems Supervisors (AFSC 49171)	46
B26 Implement safety or security programs	40
C48 Indorse enlisted performance reports (EPRs)	40
E100 Monitor operational status of equipment	38
B32 Supervise civilians	34
B35 Supervise military personnel with AFSCs other than AFSC 491X1	33

TABLE A17

SHIFT SUPERVISOR
(STG475)

TASKS	PERCENT MEMBERS PERFORMING (N=164)	
B20	Counsel personnel on personal or military-related matters	98
C52	Write EPRs	96
A8	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	95
B29	Interpret policies, directives, or procedures for subordinates	93
A3	Determine or establish work priorities	93
C53	Write recommendations for awards or decorations	93
A9	Establish performance standards for subordinates	92
C42	Evaluate personnel for compliance with performance standards	91
A4	Determine requirements for space, personnel, equipment or supplies	91
A16	Schedule leaves or passes	89
A6	Develop work methods or procedures	88
A13	Plan or schedule work assignments	82
A1	Assign personnel to duty positions	82
C43	Evaluate personnel for demotion, reclassification, or special awards	76
A2	Assign sponsors for incoming personnel	76
A17	Write job descriptions	76
B33	Supervise Communications-Computer Systems Operators (AFSC 49151)	75
C47	Evaluate work schedules	74
C36	Analyze workload requirements	73
C41	Evaluate maintenance or use of workspace, equipment, or supplies	73
B34	Supervise Communications-Computer Systems Supervisors (AFSC 49171)	73
C40	Evaluate job or position descriptions	72
C39	Evaluate inspection reports or procedures	67
B23	Direct utilization of equipment	65
A11	Plan briefings	63
E88	Evaluate quality of customer service	62
B28	Initiate personnel action requests	62
E83	Coordinate with subscribers or customers on operational or procedural matters	62
D70	Maintain training records, charts, or graphs	62
D56	Assign on-the-job training (OJT) trainers	61
B22	Direct maintenance of administrative files	61
C48	Indorse enlisted performance reports (EPRs)	60
B19	Conduct staff meetings	60
D61	Counsel trainees on training progress	60

TABLE A18

RESOURCE MANAGER
(STG360)

TASKS	PERCENT MEMBERS PERFORMING (N=9)
A6 Develop work methods or procedures	100
A3 Determine or establish work priorities	100
A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	100
A13 Plan or schedule work assignments	88
A4 Determine requirements for space, personnel, equipment or supplies	66
C36 Analyze workload requirements	66
A9 Establish performance standards for subordinates	66
A7 Draft budget requirements	66
A12 Plan layouts of facilities	66
A5 Develop organizational charts	66
B20 Counsel personnel on personal or military-related matters	55
A1 Assign personnel to duty positions	55
A16 Schedule leaves or passes	55
B33 Supervise Communications-Computer Systems Operators (AFSC 49151)	55
C37 Evaluate budget requirements	44
B23 Direct utilization of equipment	44
C41 Evaluate maintenance or use of workspace, equipment, or supplies	44
A11 Plan briefings	44
B19 Conduct staff meetings	44
A10 Establish publication libraries	44
A2 Assign sponsors for incoming personnel	44
B21 Direct development or maintenance of status boards, graphs, or charts	44
D60 Conduct training conferences or briefings	33
A15 Review communications plans	33
B29 Interpret policies, directives, or procedures for subordinates	33
B26 Implement safety or security programs	33
A17 Write job descriptions	33
C38 Evaluate fraud, waste, and abuse prevention programs	33
A14 Plan safety or security programs	33
E80 Assist users in resolving computer software malfunctions or problems	33

TABLE A19
 TRAINING CLUSTER
 (STG182)

TASKS	PERCENT MEMBERS PERFORMING (N=19)
D65	89
D64	84
D69	73
D70	73
D68	68
D60	63
D55	57
D58	57
D61	57
D62	57
D63	57
D66	57
D72	57
A3	52
D74	52
D59	47
D67	47
D71	47
D73	47
D75	42
Q436	42
A11	36
A6	31
A8	31
B20	31
C42	31

TABLE A20
TEST AND EVALUATION JOB
(STG385)

TASKS	PERCENT MEMBERS PERFORMING (N=7)	
P416	Run integration tests on communications-computer systems	100
P417	Run interface type tests on communications-computer systems	100
P422	Run validation or verification tests on communications-computer systems	100
P399	Determine impact of releases or changes to system databases	86
P397	Determine impact of communications-computer applications systems errors	85
P410	Prepare communications-computer systems input test data	85
P411	Review communications-computer systems input test data	85
P420	Run subsystems tests on communications-computer systems	85
P421	Run total systems tests on communications-computer systems	85
P424	Test computer programs	85
P425	Track status of software discrepancies	85
F145	Participate with programmers in testing or debugging programs	71
O335	Determine causes of abnormal program halts	71
P396	Analyze communications-computer system test results	71
P398	Determine impact of operating systems errors	71
P403	Evaluate communications-computer systems test plans	71
P409	Perform database conversions	71
P419	Run regression tests on communications-computer systems	71
E80	Assist users in resolving computer software malfunctions or problems	71
F157	Review input data	57
G176	Review communications-computer systems software release or patch documentation	57
N317	Prepare plans to test software interface	57
O336	Determine currency or accuracy of data bases	57
O354	Identify database deficiencies	57
O364	Prepare communications-computer systems software test analysis reports	57
O374	Review computer operation manuals	57
O378	Review database recovery procedures	57
O385	Review software problem reports	57
P412	Review communications-computer systems test plans	57
P413	Review communications-computer systems test reports	57
P418	Run parallel type tests on communications-computer systems	57

TABLE A21
 SUPPLY CLUSTER
 (STG58)

TASKS	PERCENT MEMBERS PERFORMING (N=96)
R485 Inventory tools, supplies, or equipment	70
R478 Dispose of excess or unserviceable tools, supplies, or equipment	66
R489 Maintain equipment custodian accounts	66
R496 Research status of purchase orders	65
R490 Monitor compliance with contracts	62
R481 Establish or maintain hand receipt files	60
R471 Administer delivery of open purchase orders	56
R476 Confirm contract terms, such as delivery date or quantity	56
R491 Place tools, supplies, or equipment in storage	56
R494 Prepare procurement documents, such as purchase requests	53
R480 Distribute purchasing information to vendors or customers	52
R484 Inspect tools, supplies, or equipment	52
A3 Determine or establish work priorities	51
R486 Issue tools, supplies, or equipment	51
R487 Load or unload tools, supplies, or equipment	51
R479 Distribute purchase orders	50
R482 Establish or update inventory or stock control records	50
R473 Close out open purchase contract orders	47
A6 Develop work methods or procedures	44
R495 Prepare supply documents, such as requisitions, invoices, or vouchers	42
E80 Assist users in resolving computer software malfunctions or problems	41
R483 Establish procedures for equipment maintenance or other contractual support services	40
R497 Review communications-computer systems excess or availability bulletins	40
E107 Review communications-computer systems requirement documentation (CSRD)	39
A4 Determine requirements for space, personnel, equipment or supplies	38
R477 Determine requirements for modifications or amendments to contracts	38
R499 Review procurement documents	36
R488 Maintain base-level purchase account records, such as local purchase	36
R492 Prepare AF Forms 597 (ADPE Maintenance Record) or vendor invoice certificates	31

TABLE A22

CONTRACT MANAGER
(STG370)

TASKS	PERCENT MEMBERS PERFORMING (N=47)
R496 Research status of purchase orders	89
R478 Dispose of excess or unserviceable tools, supplies, or equipment	87
R490 Monitor compliance with contracts	85
R471 Administer delivery of open purchase orders	80
R485 Inventory tools, supplies, or equipment	80
R487 Load or unload tools, supplies, or equipment	76
R489 Maintain equipment custodian accounts	76
R473 Close out open purchase contract orders	74
R476 Confirm contract terms, such as delivery date or quantity	74
R480 Distribute purchasing information to vendors or customers	74
R479 Distribute purchase orders	72
R481 Establish or maintain hand receipt files	72
R491 Place tools, supplies, or equipment in storage	72
R494 Prepare procurement documents, such as purchase requests	72
R484 Inspect tools, supplies, or equipment	70
R486 Issue tools, supplies, or equipment	68
R495 Prepare supply documents, such as requisitions, invoices, or vouchers	65
R482 Establish or update inventory or stock control records	63
R483 Establish procedures for equipment maintenance or other contractual support services	63
A3 Determine or establish work priorities	61
A6 Develop work methods or procedures	59
R497 Review communications-computer systems excess or availability bulletins	59
R477 Determine requirements for modifications or amendments to contracts	57
R499 Review procurement documents	57
R488 Maintain base-level purchase account records, such as local purchase	55
A4 Determine requirements for space, personnel, equipment or supplies	53
E107 Review communications-computer systems requirement documentation (CSRD)	48
R493 Prepare or process output media for salvage or recycling	42
R500 Verify validity of supply requests	42
C41 Evaluate maintenance or use of workspace, equipment, or supplies	40
R474 Complete credit or damage claims	40
B23 Direct utilization of equipment	38
R472 Cancel supply requisitions	38
R492 Prepare AF Forms 597 (ADPE Maintenance Record) or vendor invoice certificates	38
E80 Assist users in resolving computer software malfunctions or problems	36
E109 Review customer requests for communications-computer systems services	31

TABLE A23

SUPPLY JOB
(STG328)

TASKS	PERCENT MEMBERS PERFORMING (N=10)
R485 Inventory tools, supplies, or equipment	100
R478 Dispose of excess or unserviceable tools, supplies, or equipment	70
R484 Inspect tools, supplies, or equipment	70
R489 Maintain equipment custodian accounts	70
R491 Place tools, supplies, or equipment in storage	70
R482 Establish or update inventory or stock control records	50
R486 Issue tools, supplies, or equipment	50
R487 Load or unload tools, supplies, or equipment	40
R492 Prepare AF Forms 597 (ADPE Maintenance Record) or vendor invoice certificates	40
R493 Prepare or process output media for salvage or recycling	30
R497 Review communications-computer systems excess or availability bulletins	30
B21 Direct development or maintenance of status boards, graphs, or charts	20
R471 Administer delivery of open purchase orders	20
R476 Confirm contract terms, such as delivery date or quantity	20
R490 Monitor compliance with contracts	20

TABLE A24

SWITCHBOARD OPERATIONS JOB
(STG171)

TASKS	PERCENT MEMBERS PERFORMING (N=44)
M280 Place calls between subscribers, other than special handling calls	93
M282 Process telephone conference calls	93
M268 Connect calls according to their precedence	88
M269 Coordinate switchboard circuit or equipment problems with maintenance, technical control, or support agencies	81
M281 Place special handling calls	79
M277 Monitor high precedence or emergency calls	72
M287 Test switchboard circuits	61
M274 Maintain status boards on location of commanders	52
M284 Reroute calls due to circuit failures	52
M263 Authenticate calls	50
Q436 Escort visitors through facilities	50
D58 Conduct OJT	43
M276 Maintain telephone directories	40
M285 Respond to supervisory lights	38
E99 Make entries on shift supervisor logs or master station logs (MSLs)	36
M275 Maintain switchboard instructions for emergencies, such as fire, crash, or attack	36
M266 Compile telephone directories	31
M264 Book calls	29
M271 Maintain accounts for telephone customers or toll services	29
M286 Supervise minimize condition actions	29
M272 Maintain logs of control numbers used by customers placing precedence calls	25
M278 Operate voice recorders	25
M283 Report call progress information	25
Q441 Inventory classified or communications security (COMSEC) materials	25

APPENDIX B

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0001 ST0298 - Mainframe Console Operations

- 1 E91 Initialize processing, such as batch job, on-line, or off-line
- 2 E99 Make entries on shift supervisor logs or master station logs (MSLs)
- 3 E100 Monitor operational status of equipment
- 4 F114 Analyze console displays or system printouts
- 5 F121 Correct stoppages on communications-computer systems peripheral equipment
- 6 F126 Interpret indicating lights on peripheral equipment
- 7 F129 Isolate causes of machine stops or malfunctions
- 8 F131 Label magnetic media
- 9 F135 Maintain operations of peripheral equipment
- 10 F141 Mount or dismount magnetic media
- 11 F143 Notify affected personnel, such as supervisors or remote users, of machine failures or downtimes
- 12 F146 Perform communications-computer systems equipment power-on or power-off procedures
- 13 F147 Perform communications-computer systems startup or shutdown procedures
- 14 F149 Perform operator maintenance on communications-computer systems equipment
- 15 F151 Perform or practice communications-computer systems emergency procedures
- 16 F152 Perform recovery procedures on communications-computer systems
- 17 F155 Request system information via consoles
- 18 F156 Respond to system requests

0002 ST0287 - Product Control and Distribution

- 1 E84 Distribute messages or output products
- 2 E102 Notify customers of completed output products
- 3 E104 Prepare unclassified media for mail, delivery, or distribution
- 4 E105 Process output products
- 5 E106 Respond to inquiries from customers, such as computer job or message status
- 6 E108 Review computer output products

0003 ST0224 - Initial Program Loading

- 1 F123 Format magnetic media
- 2 F134 Load operating systems
- 3 F148 Perform magnetic media searches
- 4 F158 Set or reset computer time clocks
- 5 F160 Transfer programs or data from one media to another media

0004 ST0196 - Data Flow Monitoring

- 1 F127 Interpret indicating or register lights on central processing units (CPUs) or mainframes
- 2 F136 Make entries on work or run requests, such as initials, remarks, or panel readings
- 3 F137 Monitor data flow
- 4 F150 Perform operator maintenance on temperature or humidity recording devices

0005 ST0390 - Message Processing

- 1 E101 Notify addressees or distribution centers of high precedence message receipt
- 2 I186 Annotate station serial number on messages
- 3 I187 Annotate time of transmission or receipt on messages
- 4 I188 Assign operating signals
- 5 I189 Assign routing indicators
- 6 I193 Follow special instructions on messages
- 7 I194 Follow up service messages
- 8 I196 Inspect message form for releasing authority, classification, precedence, date-time group, or special instructions
- 9 I199 Maintain service message logs or files
- 10 I200 Make entries on DD Forms 1503 (Message Correction Notice)
- 11 I201 Perform alternate routing of message traffic
- 12 I202 Prepare abbreviated plaindress messages
- 13 I206 Prepare service actions on messages, such as misrouted, garbled, incomplete, or interlaced
- 14 I211 Respond to service messages
- 15 I212 Retrieve messages manually
- 16 I213 Separate incoming messages for distribution
- 17 I214 Stamp messages with special handling, precedence, or classification

0006 ST0215 - Mainframe Operator Tape Responsibilities

- 1 E89 Identify magnetic media needed from or to be returned to off-site storage
- 2 E90 Identify tape failures
- 3 F117 Check out magnetic media from libraries
- 4 F118 Compare internal and external labels against run sheets
- 5 F119 Coordinate magnetic media requirements with magnetic media librarians

0007 ST0265 - Tape Library

- 1 K225 Certify magnetic media
- 2 K226 Clean magnetic media
- 3 K227 Compare internal and external labels
- 4 K228 Coordinate magnetic media requirements with system console operators or system monitors
- 5 K229 Degauss magnetic media
- 6 K230 Destroy magnetic media
- 7 K231 Establish or update magnetic media accountability records
- 8 K232 Establish or update magnetic media history files
- 9 K233 File magnetic media
- 10 K234 File returned magnetic media
- 11 K235 Inventory magnetic media
- 12 K236 Issue magnetic media from library
- 13 K237 Maintain off-site or remote storage backup files
- 14 K238 Make entries on magnetic media control logs
- 15 K239 Place load-point or end-of-tape markers on magnetic tapes
- 16 K244 Update scratch tapes or disk pack lists

17 K245 Visually inspect magnetic media

0008 ST0141 - Customer Service

- 1 E76 Analyze circuit, communications line, or equipment outage reports
- 2 E77 Analyze computer-performance measurement data
- 3 E78 Analyze statistical data
- 4 E79 Assist customers in preparation of difficulty or trouble reports
- 5 E80 Assist users in resolving computer software malfunctions or problems
- 6 E82 Compile statistical data, such as system availability, user logons, or traffic data
- 7 E83 Coordinate with subscribers or customers on operational or procedural matters

0009 ST0201 - AF Message Processing Exchange

- 1 H181 Make entries on intercept logs
- 2 H183 Place switching circuits into or out-of-service
- 3 I191 Direct messages to intercept
- 4 I195 Initiate system dry-ups

0010 ST0234 - COMSEC Accounts

- 1 Q430 Change lock combinations for safes, vaults, or cipher locks
- 2 Q432 Designate classified materials for destruction
- 3 Q433 Destroy or dispose of classified or sensitive unclassified materials
- 4 Q434 Determine protection requirements for classified materials
- 5 Q435 Distribute classified materials
- 6 Q436 Escort visitors through facilities
- 7 Q437 Establish or update classified materials files
- 8 Q439 Implement cryptographic key changes
- 9 Q440 Inspect classified materials
- 10 Q441 Inventory classified or communications security (COMSEC) materials
- 11 Q442 Issue COMSEC materials
- 12 Q443 Maintain COMSEC account records
- 13 Q444 Maintain COMSEC emergency action plans (EAPs)
- 14 Q445 Maintain visitor registers
- 15 Q446 Mark or stamp sensitive unclassified or classified information, other than messages
- 16 Q447 Page count classified materials
- 17 Q449 Perform courier functions
- 18 Q450 Perform physical security inspections of facilities
- 19 Q452 Prepare destruction reports for classified materials
- 20 Q461 Report security violations
- 21 Q467 Sign receipts for classified materials
- 22 Q468 Store or safeguard classified materials
- 23 Q469 Verify access to restricted or controlled areas or classified materials
- 24 Q470 Witness destruction of classified materials

0011 ST0160 - Security Supervision Practices

- 1 Q453 Prepare incident reports
- 2 Q457 Prepare or revise classified materials destruction plans
- 3 Q458 Prepare or revise security procedures checklists
- 4 Q459 Prepare or update access lists to restricted or controlled areas or classified materials
- 5 Q462 Review classified materials destruction plans
- 6 Q463 Review documents for security violations
- 7 Q464 Review documents or other materials to determine security disposition
- 8 Q465 Sanitize sites or equipment upon completion of classified processing
- 9 Q466 Secure site or equipment for classified processing

0012 ST0178 - Safety/Security

- 1 A11 Plan briefings
- 2 A14 Plan safety or security programs
- 3 B26 Implement safety or security programs
- 4 C39 Evaluate inspection reports or procedures
- 5 C44 Evaluate security programs
- 6 C54 Write staff studies, surveys, or special reports, other than training reports
- 7 Q431 Conduct security briefings or debriefings
- 8 Q448 Perform administrative security inspections

0013 ST0210 - First Line Supervision

- 1 A3 Determine or establish work priorities
- 2 A6 Develop work methods or procedures
- 3 A8 Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)
- 4 A9 Establish performance standards for subordinates
- 5 A13 Plan or schedule work assignments
- 6 A16 Schedule leaves or passes
- 7 B20 Counsel personnel on personal or military-related matters
- 8 B29 Interpret policies, directives, or procedures for subordinates
- 9 B33 Supervise Communications-Computer Systems Operators (AFSC 49151)
- 10 C42 Evaluate personnel for compliance with performance standards
- 11 C43 Evaluate personnel for demotion, reclassification, or special awards
- 12 C47 Evaluate work schedules
- 13 C52 Write EPRs
- 14 C53 Write recommendations for awards or decorations
- 15 D56 Assign on-the-job training (OJT) trainers
- 16 D61 Counsel trainees on training progress
- 17 D62 Determine training requirements, such as OJT or resident course training
- 18 D66 Direct or implement training programs
- 19 D68 Evaluate progress of trainees
- 20 D69 Evaluate training methods or techniques
- 21 D70 Maintain training records, charts, or graphs

22 D71 Plan or schedule OJT

0014 ST0267 - Resource Management

- 1 A4 Determine requirements for space, personnel, equipment or supplies
- 2 B23 Direct utilization of equipment
- 3 C36 Analyze workload requirements
- 4 C41 Evaluate maintenance or use of workspace, equipment, or supplies

0015 ST0142 - Program Management

- 1 A1 Assign personnel to duty positions
- 2 A2 Assign sponsors for incoming personnel
- 3 A5 Develop organizational charts
- 4 A7 Draft budget requirements
- 5 A12 Plan layouts of facilities
- 6 A15 Review communications plans
- 7 A17 Write job descriptions
- 8 A18 Write or update unit emergency plans
- 9 B19 Conduct staff meetings
- 10 B28 Initiate personnel action requests
- 11 B30 Maintain contingency plans
- 12 B34 Supervise Communications-Computer Systems Supervisors (AFSC 49171)
- 13 C37 Evaluate budget requirements
- 14 C40 Evaluate job or position descriptions
- 15 C46 Evaluate unit emergency plans
- 16 C48 Indorse enlisted performance reports (EPRs)

0016 ST0225 - Resource Protection

- 1 B24 Implement cost-reduction programs
- 2 B25 Implement fraud, waste, and abuse prevention programs
- 3 B27 Implement suggestion programs
- 4 C38 Evaluate fraud, waste, and abuse prevention programs

0017 ST0154 - Training Development

- 1 D60 Conduct training conferences or briefings
- 2 D64 Develop lesson plans
- 3 D65 Develop training aids
- 4 D72 Procure training aids, space, or equipment
- 5 D73 Select or schedule individuals for specialized training

0018 ST0138 - Instruction

- 1 D55 Administer or score tests
- 2 D63 Develop formal course curricula, plans of instruction (POIs), or specialty training standards (STSs)
- 3 D67 Establish study reference files
- 4 D74 Write test questions
- 5 D75 Write training reports

0019 ST0200 - Message Routing

- 1 J217 Maintain address indicator group (AIG) files
- 2 J218 Maintain alternate routing plans
- 3 J219 Maintain general message files
- 4 J220 Maintain message distribution (MD) tables
- 5 J221 Maintain plain language address (PLA) tables
- 6 J223 Review messages for accuracy or proper handling
- 7 J224 Review traffic logs or files

0020 ST0173 - Teletype Operations

- 1 I192 Encrypt or decrypt messages using cryptographic devices
- 2 I203 Prepare headers and trailers for data messages
- 3 I204 Prepare messages for encryption or decryption
- 4 I208 Proofread teletype written copies, headers, or trailers

0021 ST0415 - Tactical Communication Operations

- 1 L246 Camouflage mobile communications equipment
- 2 L248 Erect tactical air base cantonment areas
- 3 L249 Maintain mobile administrative support kits
- 4 L250 Palletize equipment
- 5 L251 Perform guard duties
- 6 L252 Perform initial tests of systems in a mobile environment
- 7 L253 Perform mobile communications control center operations
- 8 L255 Perform operational checks of mobile communications equipment, other than convoy equipment
- 9 L256 Perform operations checks or services on vehicles
- 10 L257 Prepare communications-computer supplies for field operations
- 11 L258 Prepare communications-computer systems equipment for operation
- 12 L259 Process calls through mobile telephone equipment
- 13 L260 Secure communications-computer systems equipment in vans for movement
- 14 L261 Set up or dismantle mobile communications-computer systems equipment

0022 ST0277 - ADPE Inventory

- 1 R478 Dispose of excess or unserviceable tools, supplies, or equipment
- 2 R481 Establish or maintain hand receipt files
- 3 R482 Establish or update inventory or stock control records
- 4 R484 Inspect tools, supplies, or equipment
- 5 R485 Inventory tools, supplies, or equipment
- 6 R486 Issue tools, supplies, or equipment
- 7 R487 Load or unload tools, supplies, or equipment
- 8 R489 Maintain equipment custodian accounts
- 9 R491 Place tools, supplies, or equipment in storage

0023 ST0156 - ADPE/Contract Custodian

- 1 R471 Administer delivery of open purchase orders
- 2 R472 Cancel supply requisitions
- 3 R473 Close out open purchase contract orders
- 4 R476 Confirm contract terms, such as delivery date or quantity
- 5 R477 Determine requirements for modifications or amendments to contracts
- 6 R479 Distribute purchase orders
- 7 R480 Distribute purchasing information to vendors or customers
- 8 R483 Establish procedures for equipment maintenance or other contractual support services
- 9 R488 Maintain base-level purchase account records, such as local purchase
- 10 R490 Monitor compliance with contracts
- 11 R494 Prepare procurement documents, such as purchase requests
- 12 R495 Prepare supply documents, such as requisitions, invoices, or vouchers
- 13 R496 Research status of purchase orders
- 14 R497 Review communications-computer systems excess or availability bulletins
- 15 R499 Review procurement documents
- 16 R500 Verify validity of supply requests

0024 ST0140 - System Scheduling

- 1 F113 Adjust run sequence
- 2 F120 Coordinate scheduled downtime with main site, office of primary responsibility (OPR), and remote users
- 3 F122 Dump main storage contents
- 4 F130 Isolate problems on production runs
- 5 F157 Review input data

0025 ST0322 - System Monitoring

- 1 G167 Distribute computer run schedules
- 2 G170 Establish or update computer run processing instructions
- 3 G172 Prepare communications-computer systems run processing instructions
- 4 G173 Resize database areas
- 5 G174 Review communications-computer systems production schedules

- 6 G175 Review communications-computer systems run processing instructions
- 7 G176 Review communications-computer systems software release or patch documentation

0026 ST0164 - Error Analysis

- 1 P397 Determine impact of communications-computer applications systems errors
- 2 P398 Determine impact of operating systems errors
- 3 P399 Determine impact of releases or changes to system databases
- 4 P402 Evaluate changes to computer nets or networks
- 5 P405 Identify hardware configuration performance deficiency trends

0027 ST0170 - Database Administration

- 1 O330 Assign file or disk space to users or projects
- 2 O332 Coordinate new system releases with users
- 3 O335 Determine causes of abnormal program halts
- 4 O352 Explain communications-computer systems error printouts to customers
- 5 O356 Interpret output data or products for users
- 6 O357 Inventory software release packages

0028 ST0168 - Database Management

- 1 O336 Determine currency or accuracy of data bases
- 2 O337 Develop database recovery procedures
- 3 O338 Develop database retrieval procedures
- 4 O339 Develop database update procedures
- 5 O354 Identify database deficiencies
- 6 O372 Review changes to database
- 7 O378 Review database recovery procedures
- 8 O379 Review database retrieval procedures
- 9 O380 Review database update procedures
- 10 O384 Review software implementation or conversion plans
- 11 O385 Review software problem reports
- 12 P409 Perform database conversions

0029 ST0194 - Run Stream Setup

- 1 O331 Code job control run streams in job control languages
- 2 O358 Maintain file space listings or catalogs
- 3 O389 Track job streams
- 4 O394 Write job control run streams

0030 ST0162 - Network Administration

- 1 N288 Analyze communications-computer systems processing capabilities
- 2 N289 Analyze database requirements
- 3 N290 Brief functional area personnel on capabilities of proposed communications-computer systems equipment
- 4 N291 Design remote terminal networks
- 5 N292 Design terminal configurations
- 6 N293 Determine communications-computer systems data security requirements
- 7 N294 Determine communications-computer systems input requirements
- 8 N295 Determine communications-computer systems interface or integration requirements
- 9 N296 Determine communications-computer systems output requirements
- 10 N297 Determine interrelationships among files, documents, or data items
- 11 N298 Determine methods of accessing data bases
- 12 N320 Review database specifications

0031 ST0186 - System Integration Planning

- 1 N318 Prepare recommendations for size and capacity of proposed communications-computer systems equipment
- 2 N319 Review communications-computer systems interface or integration requirements
- 3 N324 Review recommendations for proposed communications-computer systems equipment
- 4 N325 Review technological developments in communications or teleprocessing
- 5 N326 Review technological developments in processing, storage, or information retrieval

0032 ST0175 - Software System Analysis

- 1 N307 Gather systems analysis background information by interview
- 2 N308 Gather systems analysis background information by observation
- 3 N309 Gather systems analysis background information by review of systems documentation
- 4 N312 Perform or participate in economical feasibility studies
- 5 N313 Perform or participate in operational feasibility studies
- 6 N314 Perform or participate in technical feasibility studies

0033 ST0192 - Project Development

- 1 N302 Develop inputs to communications-computer systems directives
- 2 N303 Develop inputs to communications-computer systems program plans
- 3 N321 Review data systems project directives
- 4 N322 Review data systems project plans

0034 ST0150 - Test and Evaluation

- 1 N317 Prepare plans to test software interface
- 2 O345 Evaluate communications-computer systems change requests
- 3 O350 Evaluate operating systems change requests
- 4 O351 Evaluate software baseline change requests

0035 ST0144 - Configuration Management

- 1 O375 Review configuration management plans
- 2 O376 Review database audit procedures
- 3 O377 Review database baseline change requests
- 4 O383 Review software development guides

0036 ST0148 - System Changes

- 1 O363 Prepare communications-computer systems change requests
- 2 O366 Prepare database baseline change requests
- 3 O368 Prepare operating systems change requests
- 4 O369 Prepare software baseline change requests

0037 ST0165 - System Integrity Checks

- 1 P396 Analyze communications-computer system test results
- 2 P400 Develop inputs to communications-computer systems test plans
- 3 P410 Prepare communications-computer systems input test data
- 4 P411 Review communications-computer systems input test data
- 5 P412 Review communications-computer systems test plans
- 6 P413 Review communications-computer systems test reports
- 7 P416 Run integration tests on communications-computer systems
- 8 P417 Run interface type tests on communications-computer systems
- 9 P418 Run parallel type tests on communications-computer systems
- 10 P419 Run regression tests on communications-computer systems
- 11 P420 Run subsystems tests on communications-computer systems
- 12 P421 Run total systems tests on communications-computer systems
- 13 P422 Run validation or verification tests on communications-computer systems

0038 ST0323 - Switchboard Operations

- 1 M268 Connect calls according to their precedence
- 2 M269 Coordinate switchboard circuit or equipment problems with maintenance, technical control, or support agencies
- 3 M277 Monitor high precedence or emergency calls
- 4 M280 Place calls between subscribers, other than special handling calls
- 5 M281 Place special handling calls
- 6 M282 Process telephone conference calls
- 7 M287 Test switchboard circuits

0039 ST0280 - Phone Directory Administration

- 1 M266 Compile telephone directories
- 2 M271 Maintain accounts for telephone customers or toll services
- 3 M273 Maintain master telephone information files
- 4 M275 Maintain switchboard instructions for emergencies, such as fire, crash, or attack
- 5 M276 Maintain telephone directories

0040 Tasks not referenced

- 1 A10 Establish publication libraries
- 2 B21 Direct development or maintenance of status boards, graphs, or charts
- 3 B22 Direct maintenance of administrative files
- 4 B31 Supervise Apprentice Communications-Computer Systems Operators (AFSC 49131)
- 5 B32 Supervise civilians
- 6 B35 Supervise military personnel with AFSCs other than AFSC 491X1
- 7 C45 Evaluate suggestions
- 8 C49 Investigate accidents or incidents
- 9 C50 Perform safety inspections of work areas
- 10 C51 Write civilian performance ratings or supervisory appraisals
- 11 D57 Assign resident course instructors
- 12 D58 Conduct OJT
- 13 D59 Conduct resident course classroom training
- 14 E81 Compare tape identifications and tape file-controls for agreement
- 15 E85 Establish or review input or output (I/O) logs
- 16 E86 Establish or review programmer, analyst, or customer contact rosters
- 17 E87 Establish or review transmittal logs
- 18 E88 Evaluate quality of customer service
- 19 E92 Initiate personnel recalls
- 20 E93 Maintain forms libraries
- 21 E94 Maintain lists of recurring systems errors
- 22 E95 Maintain publication files
- 23 E96 Make entries on equipment configuration or utilization logs
- 24 E97 Make entries on equipment maintenance records
- 25 E98 Make entries on recovery records
- 26 E103 Perform character conversions
- 27 E107 Review communications-computer systems requirement documentation (CSR/D)
- 28 E109 Review customer requests for communications-computer systems services
- 29 E110 Test performance of off-line cryptographic equipment
- 30 E111 Update system loader files
- 31 E112 Verify charges from commercial cable companies
- 32 F115 Change internal components of microcomputers, such as personal computer (PC) modulator-demodulators (MODEMs)
- 33 F116 Change systems hardware configurations
- 34 F124 Initiate remote job entry (RJE) system mode changes
- 35 F125 Input or retrieve data using remote inquiry units
- 36 F128 Interrogate memory location or data storage areas via consoles

- 37 F132 Load data or messages into optical character readers (OCRs) or optical scan units (OSUs)
- 38 F133 Load messages or data into paper tape readers
- 39 F138 Monitor data transmission control units
- 40 F139 Monitor interactive processing
- 41 F140 Mount or dismount carriage control tapes
- 42 F142 Mount or dismount paper tapes
- 43 F144 Participate in communications-computer systems equipment acceptance tests
- 44 F145 Participate with programmers in testing or debugging programs
- 45 F153 Prepare carriage control tapes
- 46 F154 Replace room, area, or equipment air filters
- 47 F159 Test MODEMs
- 48 G161 Align files on disks
- 49 G162 Assemble I/O data
- 50 G163 Bind computer printouts
- 51 G164 Burst or decollate printed output products
- 52 G165 Develop data base usage reports
- 53 G166 Develop tape or disk management policies
- 54 G168 Edit I/O data
- 55 G169 Establish or update communications plans
- 56 G171 Pick up from or deliver data to communications center, other than for customers
- 57 G177 Review disk directories
- 58 H178 Establish or update computer production schedules
- 59 H179 Initiate telecommunications service requests (TSRs)
- 60 H180 Maintain accumulation and distribution scan tables
- 61 H182 Place remote terminals into or out-of-service
- 62 H184 Post routing indicator changes
- 63 H185 Splice paper tapes
- 64 I190 Assign transmission release codes
- 65 I197 Interpret or verify paper tape visually
- 66 I198 Maintain message register, receipt, and destruction certificate forms
- 67 I205 Prepare plaindress messages to include single call or multiple call
- 68 I207 Process magnetic tape messages
- 69 I209 Report interlaced messages to Defense Information Systems Agency (DISA)
- 70 I210 Report stragglers to Automatic Digital Network (AUTODIN) switching center (ASC)
- 71 I215 Verify channel number sequence through automatic numbering devices
- 72 J216 Create communications improvement memorandum (CIM) reports
- 73 J222 Maintain subject indicator tables
- 74 K240 Prepare magnetic media failure reports
- 75 K241 Purge magnetic media, other than by degaussing
- 76 K242 Review tape usage reports
- 77 K243 Splice magnetic tapes or leaders
- 78 L247 Develop inputs for mobile communications deployment plans
- 79 L254 Perform on-site evaluations during mobile operations
- 80 M262 Assign voice channels to voice activities
- 81 M263 Authenticate calls
- 82 M264 Book calls
- 83 M265 Compile information for switchboard traffic routing diagrams
- 84 M267 Configure analog voice equipment to digital voice equipment
- 85 M270 Initiate loopback tests

- 86 M272 Maintain logs of control numbers used by customers placing precedence calls
- 87 M274 Maintain status boards on location of commanders
- 88 M278 Operate voice recorders
- 89 M279 Perform equipment or circuit routing using patch cable technology
- 90 M283 Report call progress information
- 91 M284 Reroute calls due to circuit failures
- 92 M285 Respond to supervisory lights
- 93 M286 Supervise minimize condition actions
- 94 N299 Determine teleprocessing requirements
- 95 N300 Develop communications-computer systems tape management systems
- 96 N301 Develop document grid charts
- 97 N304 Establish systems study objectives
- 98 N305 Estimate operating time of communications or teleprocessing requirements
- 99 N306 Evaluate performance histories on existing communications-computer systems
- 100 N310 Gather systems classification information by interview
- 101 N311 Identify communications-computer systems audit trail requirements
- 102 N315 Prepare communications-computer systems narratives
- 103 N316 Prepare estimates of communications-computer system run times
- 104 N323 Review programming standards
- 105 O327 Administer tape or disk management procedures
- 106 O328 Analyze database management system (DBMS) memory of storage allocations
- 107 O329 Analyze system dumps
- 108 O333 Design carriage control tapes
- 109 O334 Desk check programs
- 110 O340 Develop inputs to communications-computer systems user manuals
- 111 O341 Develop inputs to programming standards
- 112 O342 Develop programming aids, such as quick-reference tables
- 113 O343 Develop software release procedures
- 114 O344 Draft or write computer operation manuals
- 115 O346 Evaluate contract change packages
- 116 O347 Evaluate database management systems
- 117 O348 Evaluate existing programs library routines for applications
- 118 O349 Evaluate inputs to programming standards
- 119 O353 Generate program dumps
- 120 O355 Implement communications-computer systems software by patching
- 121 O359 Modify communications-computer systems applications
- 122 O360 Notify vendors or users of program patches
- 123 O361 Participate in final communications-computer systems reviews for user approval
- 124 O362 Participate in structured walk-throughs of communications-computer systems programs
- 125 O364 Prepare communications-computer systems software test analysis reports
- 126 O365 Prepare communications-computer systems test analysis reports, other than software test analysis reports
- 127 O367 Prepare design problem reports
- 128 O370 Prepare software release packages
- 129 O371 Report implementation status of new communications-computer systems to using agencies
- 130 O373 Review communications-computer systems audit trails
- 131 O374 Review computer operation manuals
- 132 O381 Review data item descriptions (DIDs)
- 133 O382 Review design problem reports

- 134 O386 Review software version content requests
- 135 O387 Review source code listings
- 136 O388 Select modes of transmission
- 137 O390 Train computer operators in communications-computer systems
- 138 O391 Train users in communications-computer systems
- 139 O392 Verify problem statements expressed in difficulty or trouble reports
- 140 O393 Write database run streams utilizing database routines, such as query language processors (QLPs)
- 141 O395 Write job parameter statements
- 142 P401 Draft or write configuration management plans
- 143 P403 Evaluate communications-computer systems test plans
- 144 P404 Evaluate performance histories on specific communications-computer systems production runs or jobs
- 145 P406 Maintain change control form logs or configuration status accounting logs
- 146 P407 Participate in configuration control boards (CCBs)
- 147 P408 Participate in software acceptance tests on communications-computer systems
- 148 P414 Review requests for deviation from or waiver of configuration identification requirements
- 149 P415 Review requests for deviations or waivers from standards or specifications
- 150 P423 Select modes of data transmission
- 151 P424 Test computer programs
- 152 P425 Track status of software discrepancies
- 153 P426 Translate communications into machine usable format
- 154 P427 Validate program run times
- 155 Q428 Assign control numbers to classified documents
- 156 Q429 Assign user identifications (IDs) or passwords
- 157 Q438 Establish or update listings for classified jobs
- 158 Q451 Prepare accreditation's or certifications for risk analysis documentation
- 159 Q454 Prepare locator sheets on classified materials
- 160 Q455 Prepare or maintain lists of personnel authorized to use on-line devices
- 161 Q456 Prepare or revise classified materials control logs
- 162 Q460 Prepare or update risk analysis documentation
- 163 R474 Complete credit or damage claims
- 164 R475 Compute communications-computer systems equipment lease charges
- 165 R492 Prepare AF Forms 597 (ADPE Maintenance Record) or vendor invoice certificates
- 166 R493 Prepare or process output media for salvage or recycling
- 167 R498 Review credit or damage claims