

B-25



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Patrick Phillips,  
Department of Labor and Workforce  
Development

CSC Docket No. 2014-1715

Classification Appeal

ISSUED: ~~SEP~~ 19 2014 (CAG)

Patrick Phillips appeals the attached decision of the Division of Classification and Personnel Management (CPM) that the proper classification of his position with the Department of Labor and Workforce Development is Technician, Management Information Systems (MIS). The appellant seeks a Senior Technician, MIS, classification.

The record in the present matter establishes that at the time the appellant requested a classification review, his permanent title was Technician, MIS. The appellant's position is located in the COEI/Strategic initiatives, Workforce Data Reporting and he reports to David Forsythe, an Administrative Analyst 1, Data Processing. The appellant does not supervise any staff members. The appellant sought a reclassification of his position, contending that he was performing the duties of a Senior Technician, MIS. In support of his request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the different duties he performed as a Technician, MIS. As a result, CPM performed a classification review including an analysis of the submitted PCQ and related documents. The audit review found that Mr. Phillips' assigned duties and responsibilities, as detailed in CPM's attached decision, were commensurate with the title of Technician, MIS, the title that he currently holds.

On appeal, the appellant argues that he did not include enough information in his original submission of all that he does from analysis, troubleshooting, recommendations and creating manuals. Specifically, he argues that the generation of the Labor Exchange, Workforce Learning Link, Interactive Voice Response, and Business Services Representative reports require more than simply running

reports. He states that he ensures old Table data has been removed and the new data loaded; analyzes results and makes comparisons with previous reports; reports identified issues, makes recommendations and occasionally regenerates the reports; and maintains communications with the Database Administrator which is critical to ensuring that the reports are accurate and ensures the appropriate distribution of the reports in a timely fashion. He also states that he analyzes the Interactive Voice Response system reports weekly to identify any usage abuse or issues and notifies appropriate management with recommendations to resolve the issues. In addition, he states that he created a Reports Manual and Procedure Manual to document the processes for generating the various reports and assist in training back-up staff. Additionally, he states that his daily review and analysis of the Job Order Queue is one of the system safeguards that protects the database and the customers against possible misuse and/or fraudulent acts. Further, he states that he maintains and arranges repair for the devices used for the Webinar to ensure that systems connection and equipment meet standards of adequacy, effectiveness and efficiency; provides top quality Customer Service relations with all of the internal and external customers by providing his personal cell phone to reach him immediately for any problems that arise during the meeting; and he states that he is resourceful in finding additional unique equipment when needed and has a strong communicative relationship with the Division of Information Technology to arrange additional services when needed.

## CONCLUSION

The definition section of the job specification for Technician, MIS states:

Under supervision, assigned to a program or operational unit having responsibility for a specific, existing information processing system operation, implements and monitors management information systems used to compile, store, retrieve, and process varied types of financial, program, or other information unique to the unit; operates computers and related equipment controls; analyzes and troubleshoots information processing program or system error conditions; updates and analyzes application software problems; performs system maintenance; or in a client/server environment, provides hardware and software on servers or workstations; does other related duties.

The definition section of the job specification for Senior Technician, MIS states:

Under direction of a supervisory official in a state or local department, institution, or agency, assists in the planning, development, and implementation of information systems; reviews related programs and systems; acts as liaison with internal components utilizing the systems, and/or with other government jurisdictions; or in a client/server

environment, provides hardware/software support to end users; installs hardware and software on servers or work stations; does other related work.


Based on the information presented in the record, it is clear that the appellant's position is properly classified as a Technician, MIS. Although appellant argues that he did not include enough information in his original submission of all that he does from analysis, troubleshooting, recommendations and creating manuals, he did list his assigned duties and responsibilities which he elaborated upon on appeal. Additionally, although the appellant may perform some of the duties included in the job specification for Senior Technician, MIS, the fact that some of an employee's assigned duties may compare favorably with some examples of work found in a given job specification is not determinative for classification purposes, since, by nature, examples of work are utilized for illustrative purposes only. Moreover, it is not uncommon for an employee to perform some duties which are above or below the level of work which is ordinarily performed. For purposes of determining the appropriate level within a given class, and for overall job specification purposes, the definition portion of the job specification is appropriately utilized. Therefore, the appellant's position is properly classified as Technician, MIS.

### ORDER

Therefore, the Civil Service Commission concludes that the position of Patrick Phillips is properly classified as a Technician, MIS.

This is the final administrative determination in this matter. Any further review is to be pursued in a judicial forum.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 17<sup>TH</sup> DAY OF SEPTEMBER 2014

  
Robert M. Czech  
Chairperson  
Civil Service Commission

**Inquiries  
and  
Correspondence**

**Henry Maurer  
Director  
Division of Appeals  
and Regulatory Affairs  
Civil Service Commission  
Written Record Appeals Unit  
PO Box 312  
Trenton, New Jersey 08625-0312**

**Attachment**

**c: Patrick Phillips  
Mary Fitzgerald  
Kenneth Connolly  
Joseph Gambino**



Chris Christie  
Governor  
Kim Guadagno  
Lt. Governor

STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
DIVISION OF CLASSIFICATION AND PERSONNEL MANAGEMENT  
P.O. Box 313  
Trenton, New Jersey 08625-0313

Robert M. Czech  
Chair/Chief Executive Officer

August 8, 2013

Patrick M. Phillips  
N.J. Department of Labor and Workforce Development  
COEI/Strategic Initiatives  
P.O. Box 057  
Trenton, N.J. 08625-0057

Re: Classification Appeal – Technician, Management Information Systems (A16) Position  
# 940922 CPM Log # 04130335 EID [REDACTED]

Dear Mr. Phillips:

**ISSUE:**

You are serving permanently (RA4) in the title, Technician, Management Information Systems (A16 – 62041), and contend you are performing duties and responsibilities commensurate with the title, Senior Technician, Management Information Systems (P18 – 62042).

**ORGANIZATION AND STRUCTURE:**

Your position is assigned to COEI/Strategic Initiatives, Workforce Data Reporting, New Jersey Department of Labor and Workforce Development. You report directly to David Forsythe Administrative Analyst I Data Processing, (R29). You have no supervisory responsibilities.

**FINDINGS OF FACT:**

You perform the following assigned duties and responsibilities:

- Run a series of four reports for the 29 One-Stop Career Center offices on the number of customers and services provided through the One-Stop and Employment and Training offices for analysis by field office managers and central office management.
- Troubleshoot both hardware and software application problems on desktops, laptops, and printers, and assist IT staff to troubleshoot and resolve network problems occurring during meetings and training events.

- Generate series of statistical reports to tabulate enrollments with applicant names, ID numbers, and enrollment status.
- Review job orders placed by employers through the OnRamp Focus Assist Job Order system for discriminatory or inappropriate verbiage. Return disapproved job orders to employers with explanation of rejection, and release approved orders to The Focus Career database and migrate to the AOSOS jobs database.
- Produce reports on the Interactive Voice Response (IVR) calls generated by the field office staff by the number of calls for each call category, and their success as generated and/or processed rate of the calls, and the current status of clients.
- Set-up and access scheduled webinars and insure that all devices provide full participation for participants during the webinar, and that the scheduled room has internet access and an active telephone line.

### **REVIEW AND ANALYSIS:**

The definition section of the job specification for the current title, Technician, Management Information System, states:

*Under supervision assigned to a program or operational unit having responsibility for a specific, existing information processing system operation, implements and monitors management information systems used to compile, store, retrieve, and process varied types of financial, program, or other information unique to the unit; operates computers and related equipment controls; analyzes and troubleshoots information processing program or system error conditions; updates and analyzes application software problems; performs system maintenance; or in a client/server environment, provides hardware and software on servers or workstations; does other related duties.*

The incumbent in this position would determine the distribution of output reports and assist agency supervisory in the interpretation of the results of the report. He/she would also monitor and perform prompt preparation of input documentation and install, configure, and set up printers and workstations, and install software programs. In addition, he/she would answer inquiries from system users; explain system functions and provide technical assistance in the use and application of system features.

The definition section of the job specification for the requested title, Senior Technician, Management Information System, states:

*Under direction of a supervisory official in a state or local department, institution, or agency, assists in the planning, development, an implementation of information systems; reviews related programs and systems; acts as liaison with internal components utilizing the systems,*

*and/or with other government jurisdictions; or in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.*

An incumbent in this position would conduct studies of programs and operations to determine their applicability to existing or planned information systems, and prepare and submit reports of findings and recommendations. He/she would also assist in the development and maintenance of control devices to ensure that systems meet established standards of adequacy, efficiency, and effectiveness, and develop applicable procedures as needed. In addition, he/she would train and oversee data collection/conversion teams, as required, to establish and maintain optimum levels of precision and quality of information with affected systems, and assist in the preparation of manuals and other training materials.

**DETERMINATION:**

Based on a review of the current job duties and responsibilities, we have determined that the current work duties performed are consistent with those assigned to the title, Technician, Management Information Systems. You are considered to be presently and properly classified in the title, Technician, Management Information Systems.

The job specification for Technician, Management Information Systems is descriptive of the general nature and scope of the functions that may be performed by the incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit performance of the related tasks not specifically listed. The relevancy of such specific tasks is determined by an overall evaluation of their relationship to the general classification factors listed in the specification.

Please be advised that in accordance with *N.J.A.C. 4A:3-3.9*, you may appeal this decision within twenty (20) days of receipt of this letter. This appeal should be addressed to Written Record Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, New Jersey 08625-0312. Please note that the submission of an appeal must include a copy of the determination being appealed as well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,

Nora Koch, Assistant Director  
Classification and Personnel Management

NK/at

Cc: Mary Fitzgerald  
Director, Human Resources and Labor Relations  
CPM Log # 04130335

