



STATE OF NEW JERSEY

In the Matters of Sandra Stevens and
Jay Hoffacker, Office of Information
Technology

FINAL ADMINISTRATIVE
ACTION
OF THE
CIVIL SERVICE COMMISSION

CSC Docket No. 2016-2970 and
2016-3517

Classification Appeal

ISSUED: **NOV 30 2016** (JET)

Sandra Stevens and Jay Hoffacker, represented by Dudley Burdge, Senior Staff Representative, Communication Workers of America, Local 1032, appeal the attached decisions of the Division of Agency Services (Agency Services) that the proper classification of their position with the Office of Information Technology is Information Technology Specialist. The appellants seek a Technical Support Specialist 1 classification. These appeals have been consolidated based upon common issues presented.

The record in the present matter establishes that at the time the appellants filed their request for a classification review, they were serving as Information Technology Specialists. Ms. Stevens' position is located in the Storage Management unit, Office of Information Technology and Mr. Hoffacker's position is located in the Governor's Office unit, Office of Information Technology. The appellants do not have any supervisory or lead duties. The appellants sought a reclassification contending that their positions would be more appropriately classified as a Technical Support Specialist 1. In support of their requests, the appellants submitted a Position Classification Questionnaire (PCQ) detailing the different duties that they performed. Agency Services reviewed all documentation supplied by the appellants including their PCQs. Based on its review of the information provided, including an organizational chart, Agency Services concluded that the appellants' positions were properly classified as Information Technology Specialists.

On appeal, Ms. Stevens asserts that the classification determination only listed some of the duties that she is performing. Specifically, Ms. Stevens contends

The definition section of the job specification for Information Technology Specialist states:

Under direct supervision in a State department, agency, data center, institution, or State college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties.

In the instant matter, it is clear that the proper classification of the appellants' positions is Information Technology Specialist. The majority of the duties listed on Ms. Stevens' PCQ (55%) includes maintaining reports; attending meetings; updating sharepoint files; installing and maintaining ports; installing fiber channel switches; monitoring storage systems; and providing documentation to employees regarding problems for operating systems, computers, software/hardware, and application system programs. The majority of the duties listed on Mr. Hoffacker's PCQ (over 70%) include answering the help desk line, troubleshooting hardware/software, upgrading hardware and software, installing anti-virus software, and setting up passwords and e-mail IDs. Such duties are consistent with those performed by an Information Technology Specialist. Moreover, the appellants did not indicate on the PCQs that they are responsible for performing lead work. The lead worker role refers to persons whose titles are non-supervisory in nature, but are required to act as a leader of a group of employees in titles at the same or lower level than themselves and perform the same kind of work as that performed by the group being led. *See In the Matter of Catherine Santangelo* (Commissioner of Personnel, decided December 5, 2005). As such, the appellants' duties are not consistent with the definition section of the job specification for Technical Support Specialist 1.

Further, although the appellants argue that their duties are consistent with those performed by a Technical Support Specialist 1, 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. In this regard, 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.

Regarding Ms. Stevens' contention that she is now performing duties that were not listed on the PCQ, the purpose of a classification evaluation is to conduct an independent review of the current duties and responsibilities of the position at issue. It is longstanding policy that only those duties and responsibilities assigned at the time of the request for a reclassification are to be considered. In this regard, it must be recognized that the foundation of position classification, as practiced in New Jersey, is the determination of duties and responsibilities being performed at a given point in time as verified by Agency Services through an audit or other formal study. Thus, classification reviews are based on a current review of assigned duties and any remedy derived therefrom is prospective in nature, since duties which may have been performed in the past cannot be reviewed or verified. *See In the Matter of Community Service Aide/Senior Clerk (M6631A), Program Monitor (M62780), and Code Enforcement Officer (M00410)*, Docket No. A-3062-02T2 (App. Div. June 15, 2004). Similarly, job duties that are changed after a classification review can only be considered in a new classification review. Further, a classification appeal cannot be based solely on a comparison to the duties of another position, especially if that position is misclassified. *See In the Matter of Carol Maita, Department of Labor* (Commissioner of Personnel, decided March 16, 1995).

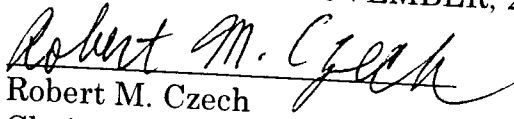
Accordingly, there is no basis to disturb the determination of Agency Services that the appellants' positions were properly classified as an Information Technology Specialist. However, if Ms. Stevens believes that she is now performing duties that are not consistent with her current title, she may submit a new classification review request.

ORDER

Therefore, it is ordered that these appeals be denied.

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

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 23rd DAY OF NOVEMBER, 2016



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Nicholas F. Angiulo
Assistant Director
Division of Appeals
& Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
P.O. Box 312
Trenton, New Jersey 08625-0312

Attachment

- c: Sandra Stevens
- Jay Hoffacker
- Dudley Burdge
- Sharon Pagano
- Kelly Glenn
- Records Center



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
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Robert M. Czech
Chair/Chief Executive Officer

Chris Christie
Governor
Kim Guadagno
Lt. Governor

January 20, 2016

Ms. Sandra Stevens
New Jersey Office of Information Technology
300 Riverview Plaza – PO Box 212
Trenton, New Jersey 08625-0212

Re: Classification Review – Sandra Stevens
AS Log #09150312; EID: 000718266; POSITION # 936080

Dear Ms. Stevens:

This is in response to the classification appeal dated September 18, 2015, submitted to this office on your behalf by Chief of Staff Sharon Pagano. This determination is based upon a thorough review and analysis of all information and documentation submitted, including a position classification questionnaire (DPF-44S), organization chart, phone audit notes and your most recent Performance Evaluation System (PES) agreement.

Issue:

You are appealing the current classification of your position Information Technology Specialist (53262/P21). You allege that your duties are not appropriately classified and that you are seeking to reclassify your position to Technical Support Specialist - I (53063/P24).

Organization:

Your position is located in the Storage Management unit of the New Jersey Office of Information Technology, and reports to John Herbert, Supervisor Information Technology (61454/R31).

Finding of Fact:

The primary responsibilities of this position include, but are not limited to, the following:

- Creating and maintaining asset management and fiscal reports
- Attending LSAR and BSAR meetings and functioning as a SAN representative
- Updating and organizing of sharepoint files
- Installing and maintaining ports

- Installing fiber channel switches

Review and Analysis:

You are permanently classified in the title Information Technology Specialist (53262/P21). The definition section of the specification for this title states:

Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required

The definition section of the requested title, Technical Support Specialist 1 (53063/P24),

Under general supervision, as a lead worker in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR, as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the instillation of hardware and software on servers and/or workstations; does other related duties.

It was found that you do not assume any supervisory duties. It was also found that the duties and responsibilities for your position include both administrative and technical duties.

Based on the current Civil Service titles, the nature of the work and the level of responsibility, no duties that are currently being performed are considered out-of- title for your current permanent title.

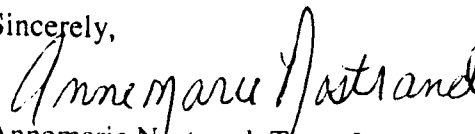
Determination:

Based upon the review and analysis stated above, it has been determined that the assigned duties and responsibilities of this position are commensurate with your current permanent title of Information Technology Specialist (53262/P21).

The title 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.

If you wish to appeal this decision, you may do so within twenty days of receipt of this letter. Since an appeal will be subject to final administrative review, all arguments that you wish considered should be submitted within the specified timeframe along with a copy of this determination letter. Appeals should be addressed to the Written Records Appeal Unit, Division of Appeals and Regulatory Affairs, NJ Civil Service Commission, P.O. Box 312, Trenton, New Jersey 08625-0312.

Sincerely,



Annemarie Nostrand, Team Leader
Division of Agency Services

AN/JKIII

C: Sharon Pagano, Chief of Staff, OIT



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
AGENCY SERVICES
P. O. Box 313
Trenton, New Jersey 08625-0313

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Governor
Kim Guadagno
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Robert M. Czech
Chair/Chief Executive Officer

February 12, 2016

Mr. Jay Hoffacker
New Jersey Office of Information Technology
300 Riverview Plaza – PO Box 212
Trenton, New Jersey 08625-0212

Re: **Classification Review – Jay Hoffacker**
AS Log #10150085; EID: 000734945; POSITION # 910822

Dear Mr. Hoffacker:

This is in response to the classification appeal dated October 5, 2015, submitted to this office on your behalf by Chief of Staff Sharon Pagano. This determination is based upon a thorough review and analysis of all information and documentation submitted, including a position classification questionnaire (DPF-44S), organization-chart, and your most recent Performance Evaluation System (PES) agreement.

Issue:

You are appealing the current classification of your position Information Technology Specialist (53262/P21). You allege that your duties are not appropriately classified and that you are seeking to reclassify your position to Technical Support Specialist 1 (53063/P24).

Organization:

Your position is located in the Governor's Office unit of the New Jersey Office of Information Technology, and reports to Suzanne Schulz, Supervising Administrative Analyst (61652/&32).

Finding of Fact:

The primary responsibilities of this position include, but are not limited to, the following:

- Answering Help desk Line
- Troubleshooting PCs hardware/software, printer, and cell phone issues
- Upgrading hardware and software on PCs
- Installing anti-virus software

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- Setting up passwords, user networks and email IDs

Review and Analysis:

You are permanently classified in the title Information Technology Specialist (53262/P21). The definition section of the specification for this title states:

Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required

The definition section of the requested title, Technical Support Specialist 1 (53063/P24), states:

Under general supervision, as a lead worker in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR, as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the instillation of hardware and software on servers and/or workstations; does other related duties.

It was found that you do not assume any supervisory duties. It was also found that the duties and responsibilities for your position include both administrative and technical duties.

Based on the current Civil Service titles, the nature of the work and the level of responsibility, no duties that are currently being performed are considered out-of- title for your current permanent title.

Determination:

Based upon the review and analysis stated above, it has been determined that the assigned duties and responsibilities of this position are commensurate with your current permanent title of Information Technology Specialist (53262/P21).

The title 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.

If you wish to appeal this decision, you may do so within twenty days of receipt of this letter. Since an appeal will be subject to final administrative review, all arguments that you wish considered should be submitted within the specified timeframe along with a copy of this determination letter. Appeals should be addressed to the Written Records Appeal Unit, Division of Appeals and Regulatory Affairs, NJ Civil Service Commission, P.O. Box 312, Trenton, New Jersey 08625-0312.

Sincerely,


Annemarie Nostrand, Team Leader ..
Division of Agency Services

AN/JKIII

C: Sharon Pagano, Chief of Staff, OTT