



STATE OF NEW JERSEY

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

In the Matter of Thomas DeHaan,
Office of Information Technology

CSC Docket No. 2017-3606

Classification Appeal

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ISSUED: April 10, 2018 (RE)

Thomas DeHaan, represented by Dudley Burdge, Senior Staff Representative, Communications Workers of America Local 1032, appeals the decision of the Division of Agency Services (Agency Services) that his position with the Office of Information Technology is correctly classified as Information Technology Specialist. He seeks a Network Administrator 1 classification in these proceedings.

DeHaan was permanently appointed to the title Information Technology Specialist on October 1, 2011, and the position is located within the Enterprise Support Division, Office of Information Technology. The position was supervised at the time by a Manager 2, Professional Services Nonaligned, and has no supervisory responsibility. DeHaan requested a review by Agency Services to determine if his position was properly classified. A review of all documentation submitted was performed, and the January 10, 2017 review by Agency Services determined that DeHaan's duties and responsibilities are commensurate with the title Information Technology Specialist.

On appeal, the appellant argues that he performs highly complex network work independently under general supervision. He states that his supervisor at the time, and his current supervisor, indicate that he works independently under general supervision on complex work. He states that he is familiar with Unix and Windows which allows him to accomplish major job assignments such as implementing and maintaining the reverse SSH tunnel, which is in Unix and maintains communication between a primary server and multiple application tiers

which includes hundreds of machines. He also installs CCA¹ script in Windows, writes technical documentation, and trained over 900 people in the use of Service Desk Manager. The appellant provides a comparison of his work duties with the job specification for the requested title. As such, the appellant maintains that his position would be properly classified as Network Administrator 1.

CONCLUSION

N.J.A.C. 4A:3-3.9(e) states that appeals from the decision of the Commission representative to the Civil Service Commission ... may be made by an employee, authorized employee representative, or local appointing authority. The appeal shall be submitted in writing within 20 days of receipt of the decision letter and include copies of all materials submitted, the determination received from the lower level, statements as to which portions of the determination are being disputed, and the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the specification for the requested title 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 as required.

The definition section of the job specification for Network Administrator 1 states:

Under direction performs professional work, which includes development, implementation, and maintenance of multi-network,

¹ An acronym for Computer Associates Configuration Automation.

multi-user Local Area Networks (LAN); Metropolitan Area Networks (MAN); and/or Wide Area Networks (WAN); maintains centralized, decentralized, and remote network services; maintains network security and data integrity; provides consultations and recommendations to infrastructure managers as required to troubleshoot and resolve network problems, monitor overall performance, and conduct upgrades as required; does other related duties.

At the outset, the Commission has indicated that the Information Technology Specialist is the starting title for different career paths in information technology, such as Data Processing Programmer, Data Processing Systems Programmer, Administrative Analyst DP, Data Processing Analyst, Technical Support Specialist, and Software Development Specialist, as well as Network Administrator. As such, the definition for this title contains several different areas of work, although an incumbent in the title will generally have duties pertaining to only one area. In addition, the job specification for Information Technology Specialist contains numerous examples of work. *See In the Matter of Lawrence Marinari, Department of the Treasury* (CSC, decided March 26, 2014). The creation of this title allowed the appointing authorities to appoint individuals to the computer field with the intention that they would eventually track in one of the career paths. Due to the nature of the Information Technology Specialist title, a great variety of duties fall under its umbrella. Occasionally, an incumbent in a position performs a great variety of duties, or the duties have not developed a focus, in which case the continuation of the classification of a position in this title is appropriate.

In this case, Agency Services described the duties of the position as: discovering and adding servers on the Garden State Network; supporting CA Service Desk Manager; troubleshooting and fixing enduser needs; and implementing new software/hardware updates. None of these duties are out-of-title for Information Technology Specialist, but the Network Administrator 1 title is inappropriate as the duties do not pertain to routers and switches, but servers on a network and adding an agent to monitor software, and software applications.

Specifically, a review of the appellant's Position Classification Questionnaire (PCQ) indicates that for 40% of the time the appellant is responsible for maintaining the infrastructure of the CCA, including discovering and adding servers, administering the application, and writing agent installation scripts; for 40% of the time he was the CA² Service Desk Manager and he monitors the application's performance, aligns the application with business needs, implements new features and develops features not supplied by the vendor, and plans for application upgrades; for 10% of the time he performs work on capacity management, installing, writing scripts, providing training and demonstrations,

² Computer Associates

and providing daily administration of the application, generation of reports and technical support; for 5% of the time he worked with Compuware dyna Trace, designing and installing two instances of the application, writing a reverse tunnel script to connect the systems together, and providing backup support; and for the remaining 5% of the time he provides training in the use of Service Desk Manager. His supervisor indicated that the most important duties of the position were flexibility in working in multiple operating systems and the ability to ascertain proposed solutions to problems. While the appellant's work is specific, the duties of the position did not warrant a Network Administrator 1 classification. However, if the appellant believes that the duties of his position better match a different title in the Information Technology career path, he should file another request for classification review with Agency Services.

ORDER

Therefore, it is ordered that this appeal 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 4TH DAY OF APRIL, 2018



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