

B-24



STATE OF NEW JERSEY

In the Matter of Tricia Butera,
Office of Information Technology

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

CSC Docket No. 2016-3752

Classification Appeal

ISSUED: JAN 20 2017 (JET)

Tricia Butera appeals the attached decision of the Division of Agency Services (Agency Services) that the proper classification of her position with the Office of Information Technology is Technical Support Specialist 1. The appellant seeks a Data Processing Systems Programmer 2 classification.

The record in the present matter establishes that at the time the appellant filed her request for a classification review, she was serving as a Technical Support Specialist 1. The appellant's position is located in the Office of Information Technology, and she reports to John Herbert, Supervisor, Information Technology. The appellant does not have any supervisory duties. The appellant sought a reclassification contending that her position would be more appropriately classified as a Data Processing Systems Programmer 2. In support of her request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the different duties that she performed. Agency Services reviewed all documentation supplied by the appellant including her PCQ. Based on its review of the information provided, including an organizational chart and an audit of her position, Agency Services concluded that the appellant's position was properly classified as a Technical Support Specialist 1.

On appeal, the appellant asserts, among other things, that her duties include overseeing storage area network projects, assigning projects to staff including rack, wire, and installing hardware, assisting staff, formatting raid groups, and creating storage pools. Her duties also include serving as team leader for the storage area network, maintaining existing storage, adding storage configurations,

troubleshooting issues, formatting storage, integrating storage platforms, configuring hardware, monitoring storage arrays, resetting ports, clearing blocks, installing cables, and replacing disks. Moreover, her duties include working on-call, correcting port errors, fixing down cables, changing drives, checking fabric and storage array systems, taking lead over support staff, assigning projects, providing support to system administrators, installing and using storage multi-pathing software, and providing storage redundancy on multiple operating platforms. She adds that she was trained to use various Hitachi storage systems.

Additionally, the appellant explains that her duties no longer include providing support for the backup environment for storage management, nor do they include supporting backups. She adds that her daily activities now include configuring storage area networks, designing the exchange environment, working as team lead, working with administrators, serving as the lead for switches, providing assistance and technical guidance to personnel, assigning work on channel switches, and using Cisco commands.

In support, David A. Surro, Director of Infrastructure and Support Services, Office of Information Technology, submits a letter indicating his belief that the appellant is performing the duties of a Data Processing Systems Programmer 2. He states that it appears that the appellant's ability to work independently was not properly considered in the classification determination. Mr. Surro adds that the appellant provides leadership and mentoring to lower level employees and works in an understaffed unit while supporting a rapidly expanding workload. Mr. Surro explains that the appellant works with a demanding client base and her duties are extremely technical in nature. In this regard, he states that her duties can be compared to those performed by a Network Administrator 1.

CONCLUSION

The definition section of the job specification for Technical Support Specialist 1 states:

Under general supervision, as lead worker in a mainframe environment, provides guidance and directs 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 aides 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 installation of hardware and software and/or workstations; does other related duties.

The definition section of the job specification for Data Processing Programmer 2 states:

Under direction in a data center or in a subordinate computer center in a State department, agency, or institution, controls and/or implements/maintains 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; does other related duties as required.

In the instant matter, it is clear that the proper classification of the appellant's position is Technical Support Specialist 1. Indeed, the majority of the duties listed on the appellant's PCQ (over 60%) include such things as designing, installing and configuring storage arrays, installing and maintaining storage servers, installing and maintaining ports, installing fiber channel switches, monitoring and updating storage hardware and software, monitoring schedule server backups, and troubleshooting of hardware and software storage backup issues. Such duties are consistent with those performed by a Technical Support Specialist 1. As such, the appellant's duties are not consistent with the definition section of the job specifications for Data Processing Programmer 2. Although the Director of Infrastructure and Support Services argues that the appellant performs her work on an independent basis, the information she submitted at the time of the audit does not confirm that she is performing duties that would warrant a higher classification of her position.

Although the appellant argues that her duties are consistent with those performed by a Data Processing System Programmer 2, 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.

With regard to the appellant's argument that she is now performing higher level duties, 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. Given the evolving nature of duties and assignments, it is simply not possible to accurately review the duties an employee may have performed six months ago or a year ago or several years ago. See *In the Matter of Community Service Aide/Senior Clerk (M6631A)*, *Program Monitor (M6278O)*, and *Code Enforcement Officer (M0041O)*, Docket No. A-3062-02T2 (App. Div. June 15, 2004) (Accepting the policy that classification reviews are limited to auditing current duties associated with a particular position because it cannot accurately verify duties performed by employees in the past); *In the Matter of Engineering Technician and Construction and Maintenance Technician Title Series, Department of Transportation*, Docket No. A-277-90T1 (App. Div. January 22, 1992).

With respect to the appellant's claim that Agency Services misinterpreted some of the information that she provided, the record indicates that all of her duties and responsibilities were reviewed and the classification determination was based on that information. The purpose of a classification evaluation is to conduct a fact-finding session and the classification reviewer's role is strictly limited to an independent review of the current duties and responsibilities of the position at issue. Moreover, it is longstanding policy that only those duties and responsibilities assigned at the time of the request for a reclassification are to be considered. Even assuming, *arguendo*, the validity of the appellant's claim, the entire record has once again been thoroughly reviewed in this matter in conjunction with the appellant's appeal and the Civil Service Commission is satisfied that the classification determination was proper.

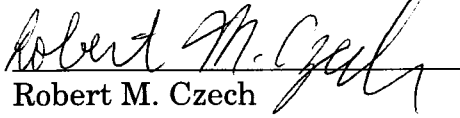
Accordingly, there is no basis to disturb the determination of Agency Services that the appellant's position was properly classified as a Technical Support Specialist 1. However, if the appellant believes that she is now performing duties that are not consistent with her current title, she may submit a new classification evaluation request to 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 18th DAY OF JANUARY, 2017



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries	Nicholas F. Angiulo
and	Assistant Director
Correspondence	Division of Appeals
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	Written Record Appeals Unit
	P.O. Box 312
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Attachment

c: Tricia Butera
Sharon Pagano
Kelly Glenn
Records Center



Chris Christie
Governor
Kim Guadagno
Lt. Governor

STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
DIVISION OF AGENCY SERVICES
P. O. Box 313
Trenton, New Jersey 08625-0313
March 18, 2016

Robert M. Czech
Chair/Chief Executive Officer

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

Re: **Classification Appeal – Tricia Butera**
AS Log #12150219; [REDACTED]; position #912235

Dear Ms. Butera:

This is to inform you and the Office of Information Technology of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted, including a position classification questionnaire (DPF-44S), phone audit notes, organization chart, and your most recent Performance Evaluation System (PES) agreement.

Issue:

You are appealing the current classification of your position Technical Support Specialist 1 (53063/P24). You allege that your duties are not appropriately classified and that you are seeking to reclassify your position to Data Processing Systems Programmer 2 (53274/P26).

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:

- Designing, installing and configuring storage arrays
- Installing and maintaining storage servers
- Installing and maintaining ports
- Installing fiber channel switches
- Monitoring and updating storage hardware and software

- Monitoring schedule server backups
- Trouble shooting of both hardware and software storage backup issues

Review and Analysis:

Your position is currently classified in the title Technical Support Specialist 1 (53063/P24). The definition section of the specification for this title 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 installation of hardware and software on servers and/or workstations; does other related duties.

The definition section of the requested title, Data Processing Systems Programmer 2 (53274/P26), states:

Under direction in the data center listed above or in a subordinate computer center in a state department, agency, or institution, controls and/or implements/maintains 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; does other related duties as required.

Employees in the Storage Management unit are charged with the task of monitoring and allocating space on storage devices including, but not limited to, tape libraries, virtual tape libraries and disk-based devices. Based on the current Civil Service titles, the nature of the work and the level of responsibility, no duties are considered out-of-title for the Technical Support Specialist 1.


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 Technical Support Specialist 1 (53063/P24).

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