



## STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Jean Peterson,  
Department of Health

CSC Docket No. 2017-2593

Classification Appeal

ISSUED: October 24, 2017 (RE)

Jean Peterson appeals the attached decision of the Division of Agency Services (Agency Services) that her position with the Department of Health is correctly classified as Information Technology Specialist. She seeks a Network Administrator 1 classification in these proceedings.

Ms. Peterson is permanent in the title Information Technology Specialist within the Division of Family Health Services, Office of Women Infants and Children (WIC), Office of Information Technology. The position is supervised by a Division Director, and has no supervisory responsibility. Ms. Peterson requested a review by Agency Services to determine if her position was properly classified. A thorough review of all documentation submitted was performed, and a phone audit conducted with the appellant and her supervisor. The review by Agency Services determined that Ms. Peterson's duties and responsibilities are commensurate with the title Information Technology Specialist.

On appeal, the appellant argues that she works with direction on projects taken from monthly meetings and email, and often takes a leadership role in projects within the WIC/MIS program. She indicates that she does not receive direct supervision from any management or team member while doing her daily duties. She states that she is responsible for determining and setting priorities, setting a fieldwork schedule, and entering her schedule in an Outlook calendar for all to view. The appellant notes that WIC/MIS has not had a MIS Supervisor in over two years since the incumbent took leave for health reasons and his subsequent death. She argues that her current supervisor has been giving her team

some oversight, but not day to day supervision, and a Program Manager and a Network Administrator 2 have been fielding the daily decisions where needed. She argues that the Information Technology Specialist works under direct supervision and does not take a leadership role, while the Network Administrator 1 position works independently and takes a leadership role.

The appellant submits examples of projects and job duties performed over the past year where she has assumed a leadership role, worked independently, and accomplished functions under direction but not direct supervision. These duties included, among other things, independently monitoring the trouble call system and determining the need and urgency of the call, creating a list of equipment needed, creating a ticket to assign the work to a MIS unit member, independently handling all of the offsite work to optimize the travel to 33 local agencies, and making decisions regarding network setup, additional hardware needs and issues that may arise. The appellant's coworkers provide letters of support of this appeal, verifying these duties and indicating that she is the lead worker of these projects. Additionally, the Network Administrator 2 states that each of the 33 local agencies is a separate local area network (LAN), and Ms. Peterson provides online support to the sites and assists with network support for the Division. He states that she has successfully governed hardware deployment, mass software updating, and system-wide system reconfigurations.

## 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. When new information and/or argument is presented, the appeal may be remanded to the prior level.

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, 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.

The appellant cannot rely on the level of supervision to classify her position, and neither of these titles are lead worker titles. It is long-standing policy that upon review of a request for position classification, when it is found that the majority of an incumbent's duties and responsibilities are related to the examples of work found in a particular job specification, that title is deemed the appropriate title for the position. Based upon a thorough review of the information presented in the record, it is clear that the appellant's position is properly classified as Information Technology Specialist. All of the appellant's duties and responsibilities were reviewed and the entire record has once again been thoroughly reviewed in conjunction with the appellant's appeal. Typically, classification determinations list only those duties which are considered to be the primary focus of an employee's duties and responsibilities that are performed on a regular, recurring basis. *See In the Matter of David Baldasari* (Commissioner of Personnel, decided August 22, 2006).

A review of the appellant's Position Classification Questionnaire (PCQ) indicates that for 50% of the time the appellant provides technical support to end-users at local WIC agencies and mobile clinics; for 15% of the time she is involved in the handling purchase order requests and other procurement duties; and for 10% of the time she administers user access and documents problems. For the remaining

time, she performs five duties at 5% each: maintaining and modifying an inventory database and recording changes; maintaining network security and data integrity, and scheduling updates; providing assistance in transitioning to the Department of Health domain; creating a server image for local agencies to use on laptops at mobile clinics; and completing special assignments, projects and reports. The primary focus of these duties is not the development, implementation, and maintenance of multi-network, multi-user networks. The appellant has not indicated any monitoring of servers and telecommunications devices such as hubs, switches and routers, and taking action to tune and optimize these devices to maximize performance and minimize downtime. In other words, she does not perform the basics of network administration.

In her appeal, the appellant maintains that she makes decisions regarding the network setup, and additional hardware needs, and resolves issues in the field. This general statement that does not suggest evidence of network administration. Rather, it is clearly in the context of technical support to agency needs regarding laptops and workstations. Duties regarding inventories and purchasing of equipment are not the primary duties of a Network Administrator, nor are help-desk duties and user assistance. As to the portable classroom, the appellant states that she assembles the necessary equipment. If she does not perform the duties required to provide the hardware and software needed for area networks, then she is plugging into an existing infrastructure. A Local Area Network (LAN) is not portable, but is a structure inside the building. The duties associated with this responsibility are technical support, and do not encompass the scope of duties performed by and Network Administrator 1. While the appellant assists the Network Administrator, this duty is performed only 5% of the time.

The information provided in the PCQ as well as from the audit do not evidence that the position is *primarily* responsible for development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN); maintaining centralized, decentralized, and remote network services; maintaining network security and data integrity; providing consultations and recommendations to infrastructure managers as required to troubleshoot and resolve network problems, monitoring overall performance, and conducting upgrades. The appellant does not indicate that she was involved in all aspects of network administrative work, including developing and implementing LAN, MAN and/or WANs, maintaining data integrity and monitoring overall performance. The majority of the appellant's work involves technical support and purchasing, and therefore, the Information Technology Specialist title is a better fit.

Accordingly, the record establishes that the proper classification of the appellant's title is Program Specialist 1 at the time of the audit.

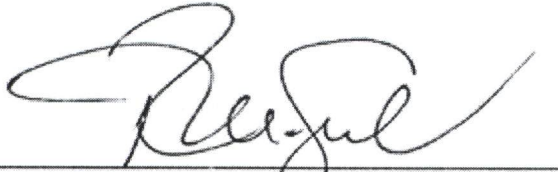


**ORDER**

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  
THE 18<sup>th</sup> DAY OF OCTOBER, 2017



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Robert M. Czedo, Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

Christopher S. Myers  
Director  
Division of Appeals and Regulatory Affairs  
Civil Service Commission  
Written Record Appeals Unit  
P. O. Box 312  
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Attachment

c: Jean Peterson  
Loreta Sepulveda  
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

Robert M. Czech  
Chair/Chief Executive Officer

January 18, 2017

Ms. Jean Peterson  
[REDACTED]  
[REDACTED]

Re: Classification Appeal: Information Technology Specialist; Position #: [REDACTED]  
CPM Log #: [REDACTED] EID #: [REDACTED]

Dear Ms. Peterson:

This is to inform you and the Department of Health of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted, as well as a phone audit conducted with you on September 12, 2016 and a follow-up interview with your supervisor, Electra Moses, Division Director (M98, 62304), later that same day.

**Issue:**

You are appealing the current classification of your position (947538), Information Technology Specialist (P21, 53262). You allege that your duties are not properly classified and that you are seeking to reclassify your position to that of Network Administrator 1 (P26, 10107), which you feel more appropriately reflects your current duties and responsibilities.

**Organization:**

Your position (947538) is located within the Division of Family Health Services, Office of Women Infants and Children (WIC), Office of Information Technology. The Division of Family Health Services administers programs that enhance the health, safety and well-being of families and communities in New Jersey. Your position reports to Electra Moses, Division Director, (M98, 62304). The rest of the unit is composed of one (1) Management Information Systems Coordinator position (vacant); two (2) Project Manager, Data Processing positions (1 vacant); two (2) Network Administrator 2 positions (1 vacant); one (1) Network Administrator 1; one (1) Public Health Representative 1; one (1) Senior Technician, Management Information Systems; and one (1) Principal Clerk Typist position (vacant). The position does not have any lead worker, or supervisory responsibilities.

**Finding of Fact:**

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

- Provides technical support to end-users of the WIC ACCESS Computers in 33 Local WIC Agencies and 74 WIC Mobile clinics. Performs diagnostics on hardware and software problems and makes necessary repairs either via remote access, or physical repair of hardware. Performs updates and schedules regular testing for updates on network servers through a remote access known as Team Viewer.
- Provides technical support to 350 desktop users in the field, either via phone support, or through site visits if problems cannot be resolved over the phone. Field visits are conducted throughout the state and are normally done 5-6 days per month, and sometimes are as frequent as 2-3 days per week, especially when it involves the issuance of new laptops and/or the retrieval of old laptops.
- Develops, implements, and maintains multi-network, multi-user Local Area Networks (LAN), including the maintenance of remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support.
- Installs and maintains database/data communications software to ensure a working interface and effective performance between applications software, systems software and installed hardware.
- Tracks, troubleshoots and corrects network-related issues either logged through the helpdesk, and/or recorded through the monitoring of the network.
- Maintains network security and data integrity by installing antivirus countermeasures and Windows updates. Schedules testing for updates and installation using Team Viewer Software (remote access software used at the local agencies).
- Provides technical assistance to WIC personnel with operating system problems, either in-person, or by phone.
- Conducts research on new technology in order to find the best systems available to do certain jobs and makes recommendations as to the ability to use existing equipment, or the need to purchase new equipment/systems.
- Initiates procurement requests for the IT department regarding the WIC program. Submits quotes and writes up justification, for new equipment and products when needed. Submits requests for approval through proper channels.

### **Review and Analysis:**

Your position is currently classified as an Information Technology Specialist (P21, 53262). 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."

An Information Technology Specialist is responsible for providing technical support to end-users of department computer systems by performing diagnostics on hardware and software problems and making necessary repairs, either via remote access, or through the physical repair of hardware, and/or by performing system updates. An Information Technology Specialist issues and configures new equipment, such as desktops and laptops, and has the responsibility for the installation and maintenance of database/data communications software to ensure a working interface and effective performance between applications software, systems software and installed hardware. An Information Technology Specialist may also be responsible for the development, implementation and maintenance of multi-network, multi-user Local Area Networks (LAN). This involves maintaining the availability of centralized, decentralized and remote network services, including, but not limited to file service, printing, local electronic mail, internet mail, office applications, remote access, internet web connectivity and mainframe gateway. This position has the responsibility for tracking, troubleshooting and correcting network-related issues which have been logged through the helpdesk, and/or recorded through the monitoring of the network.

Your position performs a combination of duties which involve using a comprehensive knowledge of operating system functions in order to provide technical assistance to system users either via phone support, or through site visits if problems cannot be resolved over the phone. This involves the control, implementation, and/or maintenance of highly technical operating systems in order to ensure optimum utilization of available hardware and software. In addition, your position is responsible for assisting in the development, implementation and maintenance of multi-network multi-user Local Area Networks (LAN) in a remote access software environment used in the 33 local WIC agencies. This includes maintaining network security and data integrity, including antivirus countermeasures and Windows updates, installing and testing updates using remote access through Team Viewer software.

You believe that your duties are consistent with the Network Administrator 1 (P26, 10107). The definition section of the specification for this title states:

"Under direction performs professional work, which includes development, implementation, and maintenance of multi-network, 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; may be assigned to the administration of Storage Area Networks (SANs); does other related duties."

A Network Administrator 1 develops, implements and maintains multi-network, multi-user environment Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) and maintains centralized, decentralized and remote network services, which includes but is not limited to file service, printing, local electronic mail, internet electronic mail, office applications, remote access, Internet web connectivity and mainframe gateway. A Network



January 18, 2017

Administrator 1 also schedules and dispatches resources to track and troubleshoot and correct network related issues either logged through the help desk and/or recorded through the monitoring of the network. Additionally, a Network administrator 1 plans and installs software updates and patches to network operating systems, server-based applications and centralized services.

While your position is responsible for the development, implementation and maintenance of multi-network, multi-user Local Area Networks (LAN), including the maintenance of remote network services, network security, data integrity network performance monitoring problem resolution and user support, a large component of your job centers around your responsibilities in providing technical assistance to system users either through phone support, or through on-site visits (if problems cannot be resolved over the phone). These duties involve the control, implementation, and/or maintenance of highly technical operating systems in order to ensure optimum utilization of available hardware and software. The above duties are appropriate to your current classification.

According to your supervisor, the most important aspect of your job is providing field support to WIC agencies and WIC mobile clinics. This includes providing technical assistance to data processing personnel on problems dealing with the operating systems, computers, utility programs software and hardware issues and application system programs. While your position is responsible for the development, implementation and maintenance of a multi-user Local Area Network (LAN), these duties are in addition to your technical assistance duties and are consistent with the classification of Information Technology Specialist (P21, 53262).

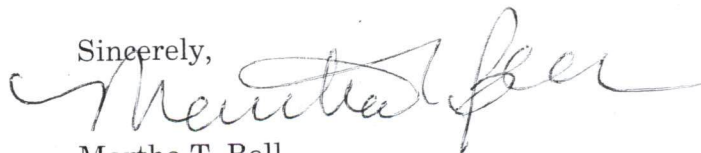
**Determination:**

By copy of this letter, the Appointing Authority is advised that your position is presently and properly classified as Information Technology Specialist (P21, 53262).

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.

An appeal of this decision may be filed within twenty (20) 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 specific timeframe. Appeals should be addressed to the Written Records 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 letter 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,



Martha T. Bell  
Human Resources Consultant 5  
Division of Agency Services

MTB/rwz

Cc: Loreta Sepulveda  
Ann Kopczynski  
CSC Log #: 06160066