

STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Miranda Robinson, Technical Support Specialist 1 (PC1172A), Bergen County

CSC Docket No. 2020-2321

Examination Appeal

ISSUED: May 1, 2020 (RE)

Miranda Robinson appeals the determination of the Division of Agency Services which found that she did not meet the minimum requirements in experience for the promotional examination for Technical Support Specialist 1 (PC1172A), Bergen County.

The subject examination had a closing date of August 21, 2019 and was open to employees in the competitive division who had an aggregate of one year of continuous permanent service as of the closing date in the title Technical Support Specialist 2 OR and to employees in the competitive division who had an aggregate of one year of continuous permanent service as of the closing date in any competitive title who met the announced requirements. These requirements were graduation from an accredited college or university with an Associate's degree in Data Processing and three years of experience in one or more of the following:

1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multiprogram or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or; 5) help desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages.

A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing. A Bachelor's or Master's degree in Data Processing could be substituted for one year of experience. As there were no admitted applicants, the examination was canceled on March 13, 2019.

On her application, the appellant indicated possession of a Bachelor's degree, and therefore met the educational requirement. One her application, she listed one position, Technical Support Specialist 1. She submitted a resume with additional positions, Management Information System Technician (no months given, no hours given, no supervisor information), and Senior Systems Coordinator (no months given, no hours given, no supervisor information). She included two other positions for the same employer, but gave no information for these positions, including duties. As such, they could not be quantified or qualified. Official records indicate that the appellant was a Technician MIS from December 2016 to April 2019, and a Technical Support Specialist 1 from April 2019 to the August 2019 closing date. She was credited with two years, nine months of applicable experience her Technical Support Specialist 1 and Technician MIS positions. As her other Senior Systems Coordinator experience was inapplicable, she was found to be lacking three months of applicable experience.

On appeal, the appellant describes her duties in her Technical Support Specialist 1 and Technician MIS positions, and provides additional duties for Senior Systems Coordinator, and the previously undescribed title of Systems Analyst Consumer Services, although she does not state which duties belong to which title, and gives no dates of service for Systems Analyst Consumer Services.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional examination announcement by the closing date.

N.J.A.C. 4A:4-2.1(f) provides that an application may only be amended prior to the announced closing date. *N.J.A.C.* 4A:1-1.2(c) states that the Civil Service Commission may relax a rule for good cause in particular situations, on notice to affected parties, in order to effectuate the purposes of Title 11A, New Jersey Statutes.

Initially, the appellant was correctly found ineligible for the subject examination. As *N.J.A.C.* 4A:4-2.1(f) specifically provides that examination applications may only be amended prior to the filing date, information regarding additional experience provided on appeal usually cannot be considered. However, in this case, the examination was cancelled, the appellant continues to serve provisionally in the title under test, and she has accrued at least three months of experience as a Technical Support Specialist 1 since her appointment. Based on the

circumstances presented, good cause has been established to relax the provisions of *N.J.A.C.* 4A:4-2.1(f) and *N.J.A.C.* 4A:4-2.3(b) to accept the appellant's additional experience in her provisional position and beyond the closing date, and admit her to the examination. The appellant is cautioned to include all employment positions on future applications including all requested information.

ORDER

Therefore, it is ordered that this appeal be granted, the examination cancellation be rescinded, and the appellant's application be processed.

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 29TH DAY OF APRIL, 2020

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