



**STATE OF NEW JERSEY**

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

In the Matter of Daniel Valle,  
Office of Information Technology

CSC Docket No. 2022-619

Classification Appeal

**ISSUED: DECEMBER 20, 2021 (RE)**

Daniel Valle appeals the decision of the Division of Agency Services (Agency Services) that the proper classification of his position with the Office of Information Technology is Technician, Management Information Systems (MIS). He seeks a classification of Technical Support Specialist 2.

The appellant requested a classification review of his position as a Technician, MIS. The position is located in the Enterprise Service Desk, It Service Management Unit and reports to a Supervisor, IT Helpdesk. The position is not assigned supervisory responsibility. The appellant sought a reclassification of his position, alleging that his duties are more closely aligned with the duties of a Technical Support Specialist 2. In support of his request, the appellant submitted a Position Classification Questionnaire (PCQ) and all other documentation. Based on its review of the information provided, Agency Services concluded that the appellant’s position was properly classified as Technician, MIS.

On appeal, the appellant states that he provides support to end users in multiple State agencies with hardware and software, and identifies and resolves network problems. He states that he was directly involved in application testing during the development stage of Service Now, and worked with others to improve the application. The appellant indicates that he “worked with” the Network edge group. He maintains that he prepares reports and maintains records and files.

## CONCLUSION

*N.J.A.C.* 4A:3-3.9(e) states that in classification appeals, the appellant shall provide 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 job specification for Technician, MIS states:

Under supervision assigned to a program or operational unit having responsibility for a specific, existing information processing system operation, implements and monitors MIS used to compile, store, retrieve, and process varied types of financial, program, or other information unique to the unit; operates computers and related equipment controls; analyzes and troubleshoots information processing program or system error conditions; updates and analyzes application software problems; performs system maintenance; **or in a client/server environment, installs hardware and software on servers or workstations**; does other related duties. [Emphasis added]

The definition section of the job specification for Technical Support Specialist 2 states:

Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with Technical Support Specialist 1, and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; **OR, in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations**; does other related duties.

It is long-standing policy that upon review of a request for position classification, when it is found that the primary focus of the position most closely matches the job definition, and a 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. Further, how well or efficiently an employee does his or her job, length of service, and

qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees, are classified.

In the current matter, the appellant is doing helpdesk duties, as well as identifying and resolving network problems. The problem at hand is that the definition sections of the job specifications for the above noted titles are bifurcated, and the second definition for each has essentially the same in meaning. In fact, several titles in the State Classification Plan have these or similar duties as part of the definition:

TITLE	SECOND OR THIRD DEFINITION	CLASS CODE
Technical Support Specialist 2	In a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; does other related duties.	21
Technical Support Specialist 1	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.	25
Senior Technician, Management Information Systems	In a client/server environment, provides hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.	18
Principal Technician, Management Information Systems	In a client/server environment, provides hardware/software support to end users; installs hardware and software on servers or workstations; does other related duties.	21
Technician, Management Information Systems	In a client/server environment, <u>updates</u> hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.	16

As such, there appears to be little discernable difference in Help Desk activity levels for these various titles. Without further distinction, a position that performs these duties could theoretically be classified by any of the titles. The commonality of the definition portions of these titles is also problematic since their class codes range from 16 to 25, Therefore, it is appropriate to refer the matter of these job specifications, as well as any other job specification which indicate help desk duties in its definition, to Agency Services for review and it should make any revisions it deems appropriate.

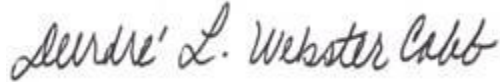
Since the matter of these job specifications has been referred to Agency Services for further review, the Civil Service Commission (Commission) is unable to review the merits of the current appeal. Accordingly, upon completion of Agency Services review of the above note job specifications, the appellant's position classification review request, as well as any other employee in the Enterprise Service Desk, It Service Management Unit who file position classification review requests, should be re-evaluated to determine his position's proper classification.

**ORDER**

Therefore, it is ordered the matter of the job specifications which indicate help desk duties in its definition be referred to Agency Services for review and it should make any revisions it deems appropriate. It is further ordered that this appeal, as well as any other employee in the Enterprise Service Desk, It Service Management Unit who file position classification review requests, be remanded to Agency Services to determine the position's applicable title after a review of the job specifications which require help desk duties.

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

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 15<sup>TH</sup> DAY OF DECEMBER, 2021



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