

B-43

STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Lenora Ross,
Department of Environmental
Protection

CSC Docket No. 2015-749

Classification Appeal

ISSUED: APR 20 2015 (RE)

Lenora Ross appeals the attached decision of the Division of Classification and Personnel Management¹ (CPM) that the proper classification of her position with the Department of Environmental Protection is Technical Support Specialist 1. The appellant seeks a Network Administrator 1 classification in this proceeding.

The record in the present matter establishes that the appellant is presently permanent in the title of Technical Support Specialist 1, and she is assigned to work in the Department of the Environmental Protection, Office of Information Resources Management, Bureau of Network Computer Systems. She reports directly to a Network Administrator 2, and has no supervisory responsibility. The appellant requested a review of the classification of her position to determine whether she was properly classified. CPM performed a review which involved a telephone position audit with the appellant and her supervisor, and a detailed analysis of all the information and documentation submitted.

As a result, CPM found that the appellant's position was properly classified as a Technical Support Specialist 1. Specifically, CPM found that the primary responsibility of the position is providing system support to users. Support duties include responding to requests for assistance; identifying and correcting hardware, software and printer problems; performing diagnostic evaluations for network connectivity problems; and assigning permissions for users.

On appeal, the appellant states that over 50% of her professional work is in remote offices, where she provides support ranging from routine technical questions to advanced network troubleshooting. She states that she consults with the Infrastructure Manager to locate a problem with network bandwidth when it is

¹ Currently the Division of Agency Services (DAS).

On appeal, the appellant states that over 50% of her professional work is in remote offices, where she provides support ranging from routine technical questions to advanced network troubleshooting. She states that she consults with the Infrastructure Manager to locate a problem with network bandwidth when it is running slow at any location. The appellant provides a list of six incidents related to networking and solutions that she provided for those incidents. She states that at the field offices she implemented and upgraded a remote server used to upgrade operating systems in multiple stages, and maintains the server network security and data integrity upgrades, software updates, and patches. She provides the procedure she used in the development of the remote server. She states that she coordinates with the service providers (Comcast Cable and Earthlink) to install necessary upgrades, configures and connects printers to local networks and network wireless air cards and troubleshoots any problems which arise. She states that she has worked with contractors to supervise projects regarding connecting work stations to a network and configuring settings to properly work on the network.

CONCLUSION

The definition section of the job specification for Technical Support Specialist 1 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 network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space on direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and system 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.

The definition section of the classification specification for the title 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.

Based on the information presented in the record, it is clear that the appellant's position is properly classified as a Technical Support Specialist 1. The Position Classification Questionnaire (PCQ) submitted by the appellant indicates that the position is responsible for: configuring and installing hardware and software to computers, printers, mobile communication wireless devices, program specific software, third party Software Products and other external devices, including upgrades for 20% of the time; administering computer support, client service assistance and network services for 10% of the time; creating, resolving and tracking tickets for users and dispatch units for troubleshooting network-related issues for 10% of the time; installing virus protection software, and resolving problems from viruses, including reimaging a WorkStation as needed for 10% of the time; maintaining first level support in resolving technical and network problems for 10% of the time; and planning and organizing software updates with users through helpdesk tickets for 10% of the time. These are also the six most difficult tasks which she performs. Her remaining time is spent administering user access to the network for 10% of the time; managing network connections for 5% of the time; attending meetings and sharing information for 5% of the time; assisting with the replacement of storage or backup devices for 5% of time; and working with network server managers on connectivity problems for 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, monitor overall performance, and conducting upgrades. The appellant provides some examples regarding trouble shooting of connectivity issues on appeal, and there is no doubt that she performs such duties. This description of her activity does not indicate that the appellant 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, and the most important work, involves desktop support, and most closely match the definition of Technical Support Specialist 1.

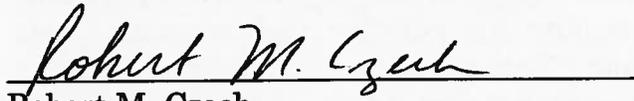
Accordingly, a thorough review of the entire record fails to establish that Lenora Ross has presented a sufficient basis to warrant a Network Administrator 1 classification of her position.

ORDER

Therefore, the Civil Service Commission concludes that the position of Lenora Ross is properly classified as a Technical Support Specialist 1.

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
THE 15th DAY OF APRIL, 2015**



**Robert M. Czech
Chairperson
Civil Service Commission**

**Inquiries
and
Correspondence**

**Henry Maurer
Director
Division of Appeals and Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
PO Box 312
Trenton, New Jersey 08625-0312**

Attachment

**c: Lenora Ross
Deni Gaskill
Kenneth Connolly
Joseph Gambino**



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

DIVISION OF CLASSIFICATION AND PERSONNEL MANAGEMENT
P.O. Box 313
Trenton, New Jersey 08625-0313

Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

July 7, 2014

Ms. Lenora Ross
New Jersey Department of Environmental Protection
Office of Information Resources Management
Bureau of Network Computer Systems
401 East State St, 1st Floor
P.O. Box 420, Mail Code 401-01
Trenton, New Jersey 08625

Re: Classification Appeal
Technical Support Specialist 1
Position# 083402
CPM# 12130113
Employee Number# 000328720

Dear Ms. Ross:

This is to inform you, and the Department of Environmental Protection, of our determination concerning the classification appeal referenced above. You requested that your position be audited to determine if you are performing out-of-title work for your title of Technical Support Specialist 1 (53063, P24). You have indicated that you believe that your current work duties are equivalent to the Network Administrator 1 (10107, P26) title. The Bureau of Human Resources Operations agreed that an audit should be conducted in order to determine the appropriate classification of your position.

This office has conducted a review of the submitted information, including the Position Classification Questionnaire (DPF-44S); organization chart; your Performance Assessment Review (PAR) form; your statements; and the statements of your supervisor, division director, and appointing authority. Additionally, a telephone audit was conducted with you and your supervisor, Karen Centifonti.

Organization:

The position is located in Office of Information Resources Management, Bureau of Network Computer Systems. You are supervised by Karen Centifonti, Network Administrator 2 (10108, P29). You have no supervisory responsibility.

Findings of Fact:

- Administers computer support, client service assistance, and network services in the Network Computer Systems Unit. This includes configuring and installing hardware and software to computers, printers, mobile communication, wireless devices, program specific software, third party software products and other external devices throughout the department for use on the internet and mainframe gateway. This includes but is not limited to hardware/software upgrades.
- Receives notification when there is a failure in the configuration or installation process. A diagnostic performance evaluation takes place, acquiring the Internet Protocol (ip) address to the data jack and or hardware to determine if there is a network connectivity problem. This can require the transfer of hardware from one data jack to another. If the problem is a hardware part malfunction, the issue is resolved by replacing the part with inventoried parts if available. If parts are not available and the equipment is under the factory warranty, coordinates with the vendor for onsite repair.
- Creates, resolves and tracks Helpdesk Expert Automation Tool (HEAT) tickets for users via phone, ad hoc, email, voice mail or walk-ins, and dispatches to appropriate unit for troubleshooting network related issues ensuring that all necessary information is properly documented.
- Maintains a knowledge base system to track client calls for problem/solutions to questions. This includes prioritizing telephone coverage and Helpdesk ticket responsibilities.
- Ensures client's computers remain free of viruses and malware by properly installing the virus protection software Microsoft Forefront Endpoint Protection. Verifies the system's protection information policies coincide with the Network Server Policies and ensures scanning protection settings are configured properly.
- When the clients' workstation is found to have suspicious activities (viruses and malware) through GSN, the workstation is recovered and troubleshooting is required to resolve the problem.
- Reviews network connections through the department's network and the GSN when a client is unable to login to the domain. Configures access accounts to the MyNJ system. Acts as Roll Manager for the MyNJ Portal Accounts. This requires searching, creating and/or updating user accounts, providing authorization codes and forwarding information to the user and verifying user access has been granted. This account allows the user access to office email remotely, Pensions and Benefits (MBOS and EPIC) Accounts, Civil Service Commission Training Applications (eLearning), Office of Management and Budget Applications (Payroll Stub), time sheet submission, and Citrix access. Citrix is an access receiver that enables seamless continuum from one computer to another computer and allows access to personal files, programs and applications such as Microsoft Office.

- Assigns and reviews the work performed by hourly and part-time employees regarding the preparation of workstations, laptops, printers, and wireless devices for deployment, which includes but is not limited to the installation of software and the verification of system readiness by testing, updating and configuring the devices. Provides assistance for disaster recovery operations for the department and outside agencies.
- Assists with the replacement of storage devices and/or backup devices in the field offices. Recovers tape and installs new storage tapes. Performs recovery process to restore files and backups from network folders as a result of a user's computer deployment and/or email archive. Extracts data from failed hardware and secures it on external devices.
- Administers users' access to network by resetting account passwords in Active Directory or configuring the domain on their computer. This task may include identifying the user's name and program through Active Directory (AD) Console and applying "rights" to the folder(s) and directories the program uses.
- Assists in the organization of major projects and fosters communication between staff through a series of meetings. Attends strategic planning meeting on a regular basis. Coordinates with teams to set the framework on how the roll-out of new operating systems such as Window 7 will be implemented throughout the department. Information is shared between Bureaus, Programs and Units through meetings and allows for sharing the effects of multiple aspects of program databases.
- Works with the network server manager on connectivity problems; i.e. hubs, switches, and connection in field locations, troubleshoot as needed the connectivity of the server and documents the results. The documentation serves as a guideline and roadway that deeds the NCSU on trouble shooting user connections with the server and computer related problems.

Review and Analysis:

The duties and responsibilities of the position were compared to those described within the class specification for Technical Support Specialist 1 and Network Administrator 1.

The definition section of the specification for the title, Technical Support Specialist 1 (P24, 53063), 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 network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space on direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and system 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."

The Technical Support Specialist 1 performs a variety of hardware and software support functions such as reformatting hard drives, installing various operating systems, and conducting upgrades to the system.

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Your position administers computer support, client service assistance and network services in the Network Computer Systems Unit. Your position configures and installs hardware/software to computers, printers, mobile communication, wireless devices, program specific software, third party software products and other external devices throughout the department for use on the internet and mainframe gateway. This includes but is not limited to hardware and software upgrades.

Your position installs hardware and software on servers and workstations. Your position troubleshoots and diagnoses computer issues as well as software and hardware problems. Your position reformats hard drives, and installs various operating systems, software, and any needed hardware devices.

When there is a failure in the configuration or installation process, your position performs a diagnostic performance evaluation acquiring the Internet protocol (ip) address of the data jack and or hardware to determine if there is a network connectivity problem. When hardware malfunctions exist, your position replaces the failed part with inventoried parts if available.

Your position tracks/troubleshoots/corrects network and computer related issues by using information technology resources and HEAT for both field and Main Campus DEP Offices. Your position administers diagnostic performance evaluation

Your position assigns permissions in Active Directory for users. Your position determines and establishes appropriate user permission. Your position visits user's workstations to resolve related software/hardware problems.

The definition section of the specification for the title, Network Administrator 1 (P26, 10137), 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.”

An incumbent in this title develops, implements, or maintains LAN, WAN, or MAN networks, and maintains centralized, decentralized, and remote network services. The Network Administrator 1 maintains network security and data integrity, monitors performance of servers and telecommunications devices such as hubs, switches and routers, and plans and installs software updates and patches to the network operating system, server-based applications and centralized services. The Network Administrator 1 diagnoses and repairs or coordinates the repair of network hardware, and maintains the highest level of network security and data integrity. The Network Administrator 1 is expected to function in the roll of an individual contributor providing tier-3 network support.

Your position does not monitor the performance of servers and telecommunications devices such as hubs, switches, or routers. Your position does not plan and install software updates and patches to the network operating systems, server-based applications, or centralized services. Your position does not plan and install hardware upgrades for network servers, gateways and associated telecommunication devices.

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Your duties are more closely associated with desktop-related issues where you troubleshoot and diagnose computers. Your position provides system support to the end user. Your duties do not reflect those of a Network Administrator 1. The preponderance of your duties fall within the scope of a Technical Support Specialist 1.

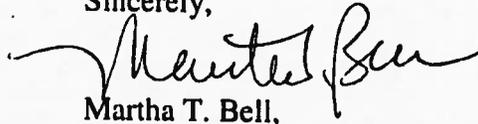
Determination:

By copy of this letter, the Appointing Authority is advised that your position is presently and properly classified as Technical Support Specialist 1, (P24, 53063). The class specification for Technical Support Specialist 1 is descriptive of the general nature and scope of the functions that may be performed by an incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit performance of related tasks not specifically listed.

In addition, by copy of this letter the Appointing Authority is advised to correct the organizational structure of the unit. You report directly to a Network Administrator 2 (P29). Those titles assigned to the "P" bargaining unit are considered professional-level titles and should not be assigned responsibility for the completion of performance evaluations for subordinate staff.

Please be advised that in accordance with N.J.A.C. 4A:3-3.9, you may appeal this decision within twenty (20) days of receipt of this letter. The appeal 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 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
Classification and Personnel Management

MTB/db
c: Robin Liebeskind
Joseph Siracusa

