

B-45



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Danielle
BonFranceso, Department of the
Treasury

Classification Appeal

CSC Docket No. 2015-452

ISSUED: FEB - 9 2015 (LDH)

Danielle BonFranceso appeals the attached decision of the Division of Classification and Personnel Management (CPM) that determined the proper classification of her position with the Department of Treasury is Information Technology Specialist. BonFranceso seeks an Administrative Analyst 2 classification.

The record in the present matter establishes BonFranceso is currently serving in the permanent title of Information Technology Specialist. BonFranceso pursued the matter of her reclassification with CPM. CPM reviewed all documentation supplied by BonFranceso and performed an audit of her position. The position is located in the Division of Taxation, Department of the Treasury. CPM found the primary duties and responsibilities of BonFranceso's position entailed performing system maintenance to resolve problems and providing support to TAXNET users; utilizing a variety of information systems and applications to create, develop, edit, update and track tax documents; assisting in developing form specifications for new and revised tax forms; evaluating requests for employees' access to the TAXNET system to ensure the integrity and security of the system; writing correspondence to ensure clear explanations are given regarding requests for system assistance, desktop publishing submittals and software/hardware upgrade requests; and researching and evaluating new hardware and software technology to enhance department operations. In CPM's decision, it determined that the duties performed by the appellant were consistent with the definition and examples of work included in the job specification for Information Technology Specialist.

On appeal to the Civil Service Commission (Commission), the appellant argues that her duties and responsibilities are more consistent with an Administrative Analyst 2, Data Processing. She points to the Information Technology Specialist specification which indicates the title is responsible for technical support of communications hardware and operating systems in a support capacity. She argues that she does not perform these duties but instead those duties are handled by the Division of Revenue and Enterprise Services Help Desk. She emphasizes that she does not perform any technical tasks. Alternatively, the appellant states that she ensures the integrity of the systems the Division of Taxation administers. She analyzes how the systems are working and recommends changes if they aren't working properly. Thus, the appellant seeks an Administrative Analyst 2, Data Processing, classification.

CONCLUSION

The definition section of the job specification for Administrative Analyst 2, Data Processing states:

Under direction of a supervisory official, performs tasks involved in the development, implementation, and quality control of the various manual, mechanical, and automated data processing systems of the organization; coordinates all data processing activities of an agency, division, small department, or large bureau; does related work as required.

The definition section of the job specification for the title of 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 generation 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.

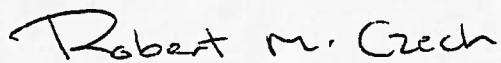
A review of the record reveals that BonFranceso's position is properly classified by the title of Information Technology Specialist. In this regard, BonFranceso's assigned duties and responsibilities include: monitoring production reliability and performing detailed analysis of data processing operational problems; maintaining databases to ensure a working interface and effective performance; troubleshooting networked devices; performing detailed analysis of data processing related operational problems; ensuring access to the TAXNET system; studying systems and available software; and performing other duties as they relate to the utilization of operating systems. Appellant's argument that she is not responsible for technical aspects is unpersuasive. Specifically, the Position Classification Questionnaire completed by the appellant at the time of the audit indicates she performs technical tasks. This work falls squarely within the definition of Information Technology Specialist. Accordingly, BonFranceso has failed to establish that CPM's determination of her position properly classified as an Information Technology Specialist was incorrect.

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 4TH DAY OF FEBRUARY, 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
P.O. Box 312
Trenton, New Jersey 08625-0312

Attachment

c: Danielle BonFrancesco
Douglas Ianni
Kenneth Connolly
Joseph Gambino



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
CLASSIFICATION AND PERSONNEL MANAGEMENT
P. O. Box 313
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Robert M. Czech
Chair/Chief Executive Officer

Chris Christie
Governor
Kim Guadagno
Lt. Governor

July 15, 2014

Ms. Danielle BonFrancesco
Department of the Treasury
Division of Taxation
50 Barrack Street.
Trenton, New Jersey 08608

RE: Classification Appeal, Information Technology Specialist
Position# 100168, CPM LOG# 01140212. EID# 000667182

Dear Ms. BonFrancesco:

This is to inform you, and the Department of the Treasury, of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted and a telephone audit conducted with you, and your immediate supervisor, Donna Thomas, on June 10, 2014.

Issue:

You are appealing that your current permanent title of Information Technology Specialist (P21) is not consistent with your current assigned duties and responsibilities. You contend that the title of Administrative Analyst 2, Data Processing (P26) is an appropriate title for your position.

Organization:

Your position is located in the Department of the Treasury, Division of Taxation, Data Systems Activity, and you report directly to Donna Thomas, Administrative Analyst 1, Data Processing (R29). Your position does not possess supervisory responsibility.

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Finding of Fact:

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

- Performing system maintenance to resolve problems and providing support to TAXNET users.
- Utilizing a variety of information systems and applications to create, develop, edit, update and track tax documents.
- Assisting in developing form specifications for new and revised tax forms.
- Evaluating requests for employees' access to the TAXNET system to ensure the integrity and security of the system.
- Writing correspondence to ensure clear explanations are given regarding requests for system assistance, desktop publishing submittals and software/hardware upgrade requests.
- Researching and evaluating new hardware and software technology to enhance department operations.

Review and Analysis:

In reviewing your request, various titles were examined in relation to the overall duties being performed by your position to determine the appropriate classification for the tasks described by you and your supervisor.

Your position is currently classified by the title Information Technology Specialist (53262-P21). The definition section of the job 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

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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”.

You contend that the title Administrative Analyst 2, Data Processing (50075G-P26) is an appropriate title for your position. The definition section for this title states:

“Under direction of a supervisory official, performs tasks involved in the development, implementation, and quality control of the various manual, mechanical, and automated data processing systems of the organization; coordinates all data processing activities of an agency, division, small department, or large bureau; does related work as required”.

An Administrative Analyst 2, Data Processing performs tasks that lead to the development, implementation, and quality control of various data processing systems.

A review of your job duties and responsibilities finds that the main function of your position is to provide support to TAXNET system users. Your position assists system users with technical problems; prioritizes requests for data systems services and resources; performs maintenance of the TAXNET system to enhance the flow of information; assists in the design and implementation of tax forms; prepares monthly reports; performs technical support on multi-use devices; and performs other related duties to provide support to users of division systems.

Your position is assigned a wide range of duties and responsibilities in the different areas of your assignment. Your position studies operating systems and available

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software, performs detailed analysis of data processing related operational problems, provides technical assistance to other data processing personnel, and troubleshoots networked devices. Those duties, as well as the preponderance of other assigned duties and responsibilities of your position are encompassed within the title of Information Technology Specialist (P21)

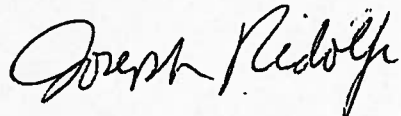
A thorough review and analysis of all of the information attained finds that your position is appropriately classified by the title of Information Technology Specialist (P21).

Determination:

Based upon the findings of fact cited above, it is my determination that the assigned duties and responsibilities of your position are properly classified by the title Information Technology Specialist (53262-P21).

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. This appeal should be addressed to 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,



Joseph Ridolfi, Team Leader
Classification and Personnel Management

JR/tc

c: Ms. Laura Budzinski, Treasury Human Resources