



the appropriate vendors. Therefore, it found that Tidd's position was properly classified as a Technical Support Specialist 2.

On appeal to the Civil Service Commission (Commission), Tidd argues her duties and responsibilities are more consistent with the title of Telecommunications Systems Analyst 3. Tidd argues her duties include researching and implementing necessary action for network data requests; assisting with trouble shooting network issues assigned through Service Center incident; providing statistical analysis on telecom services, audits, evaluations, studies for various telecommunications platforms; and serving as the Data Provision team leader. In support, she submits daily tasks completed from March 20, 2014 to March 21, 2014, a resume, performance evaluations, and an OIT employee salary chart. Tidd further argues that she has performed the same duties as other individuals in the Telecommunications System Analyst 3 title for years. Tidd elaborates on her qualifications by highlighting her major duties; assisting in the planning and coordination required to consolidate telecommunications facilities and services throughout the state; creating and developing programs and tools to streamline and modernize her unit and Network work task and procedures; reviewing rate revisions and regulatory changes with Telecommunications vendors; and ensuring that the planning and architecture of network design are valid. Finally, she maintains that OIT has promoted her male co-workers performing similar duties while she has remained in her current title.

## CONCLUSION

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 problems reports; consults with 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.

The definition section of the job specification for the title of Telecommunications Systems Analyst 3 states:

Under general direction of a supervisory official or a Telecommunications Systems Analyst 1 or 2 in a state department or agency, assists in the planning and provision of effective and economic telecommunications facilities and services throughout the state; performs related studies and evaluations involving voice and data transmission, computerized and electro-mechanical switching; keeps abreast of modern telecommunications technology; does related work as required.

A review of the duties of Tidd's position indicates they are sufficiently similar to the job description for Technical Support Specialist 2. Specifically, the bulk of her duties and responsibilities include support to end users relating to telephone and network connectivity. Her primary responsibility is concerned with performing technical support work with telecommunications vendors. Tidd has little or no responsibility for the planning or professional analysis involved in consolidating telecommunications facilities, modernizing network tasks/procedures, or reviewing and analyzing rate and regulatory changes. A Telecommunications Systems Analyst 3 assists in the planning and provision of effective and economic telecommunications facilities and services throughout the state. Tidd's argument comparing her position to other previous team members, who held Telecommunications Systems Analyst positions, is misplaced. *See In the Matter of Dennis Stover* (Commissioner of Personnel, decided March 28, 1996) (Commissioner did not adopt classification reviewer's recommendation as no definitive findings or conclusions were made as to the percentage of time the appellant spent operating equipment, and noting that reclassification of a position cannot be based solely on a simple comparison to another position). Further, Tidd's argument that the position should be reclassified because she is the "go to" expert is irrelevant. How well or efficiently an employee does his or her job, length of service, volume of work and qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees are classified. *See In the Matter of Debra DiCello* (CSC, decided June 24, 2009). Finally, the purpose of a classification appeal is to classify the duties of a position, not to provide an employee with career mobility. *See In the Matter of Patricia Lightsey* (MSB, decided June 8, 2005), *aff'd on reconsideration* (MSB, decided November 22, 2005), where it was affirmed that the outcome of position classification is not to provide a career path to the incumbent, but rather to ensure the position was classified in the most appropriate title available within the State's classification plan. Accordingly, Tidd has failed to establish that CPM's determination that her position was properly classified as a Technical Support Specialist 2, 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 4<sup>TH</sup> DAY OF FEBRUARY, 2015**

*Robert M. Czech*

**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: Christine Tidd  
Dudley Burdge  
Sharon Pagano  
Kenneth Connolly  
Joseph Gambino**



Chris Christie  
Governor  
Kim Guadagno  
Lt. Governor

STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
DIVISION OF CLASSIFICATION AND PERSONNEL MANAGEMENT  
P. O. Box 313  
Trenton, New Jersey 08625-0313

Robert M. Czech  
Chair/Chief Executive Officer

**CORRECTED COPY**

**March 17, 2014**

Ms. Christine Tidd  
New Jersey Office of Information Technology  
300 Riverview Plaza -- PO Box 212  
Trenton, New Jersey 08625-0212

Re: **Classification Appeal – Christine Tidd**  
**CPM Log #09130364; EID: 000349153; position #933316**

Dear Ms. Tidd:

This is to inform you and the Office of Information Technology of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted, including a position classification questionnaire (DPF-44S), telephone audit, supplemental information, organization chart, and your most recent Performance Evaluation System (PES) agreement.

**Issue:**

You are appealing the current classification of your position Technical Support Specialist 2 (53061/P20). You allege that your duties are not appropriately classified and that you are seeking to reclassify your position to Telecommunications Systems Analyst 3 (53043/P25).

**Organization:**

Your position is located in the Voice Services unit of the New Jersey Office of Information Technology, and reports to Jennifer Petervary, Software Development Specialist 3 (10235/R29).

**Finding of Fact:**

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

- Processes requests for telecommunication services forms (form TBS) for new service, moves, rewires and disconnects.
- Monitors the OIT/NIT and Datarequest mailboxes for new requests.
- Contacts the Wide Area Network (WAN) group to initiate service requests.
- Maintains the OASIS database, which contains statewide information about telephone/network circuitry.
- Maintains spreadsheets to track requests



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**Review and Analysis:**

Your position is currently classified in the title **Technical Support Specialist 2 (53061/P20)**. The definition section of the specification for this title 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 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.

The definition section of the requested title, **Telecommunications Systems Analyst 3 (53043/P25)**, states:

Under general direction of a supervisory official or a Telecommunications Systems Analyst 1 or 2 in a state department or agency, assists in the planning and provision of effective and economic telecommunications facilities and services throughout the state; performs related studies and evaluations involving voice and data transmission, computerized and electro-mechanical switching; keeps abreast of modern telecommunications technology; does related work as required.

The audit findings reveal that you work in a voice/shared services unit of OIT. It was found that the bulk of your duties and responsibilities include support to end users relating to telephone and network connectivity, as well as, completing service orders and database tracking. The main focus of your position is to relay service orders sent from the WAN group to the appropriate vendors. This core function coupled with the other duties and responsibilities are not consider out-of-title for your current permanent title.

**Determination:**

Based upon the findings of fact cited above, it has been determined that the assigned duties and responsibilities of this position are commensurate with your permanent title, **Technical Support Specialist 2 (53061/P20)**.

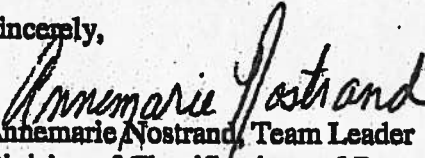
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The title is descriptive of the general nature and scope of the functions that may be performed by the incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit performance of the related tasks not specifically listed.

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 Appeal 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 written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,

  
Annemarie Nostrand, Team Leader  
Division of Classification and Personnel Management

AN/JKIII  
C: Sharon Pagano, Chief of Staff, OIT  
CPM Log #09130364