

B-39



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Lillian Crews,
Department of the Treasury

CSC Docket No. 2015--322

Classification Appeal

ISSUED: APR - 2 2015 (RE)

Lillian Crews appeals the attached decision of the Division of Classification and Personnel Management¹ (CPM) that the proper classification of her position with the Department of Treasury is Technical Support Specialist 2. The appellant seeks a Technical Support Specialist 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 2, and she is assigned to work in the Department of the Treasury, Revenue and Enterprise Services. She reports directly to a Manager 2, Data Processing, 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 2. Specifically, CPM found that the primary responsibility of the position is providing Tier 1 support to users. Support duties include responding to requests for assistance; identifying and correcting hardware, software and printer problems; answering inquiries from system users; explaining system functions and providing technical assistance in the use and application of system features; and installing software programs. The position also serves as a backup in the to the Data Capture Retrieval system that batches and transfers a wide variety of money payments.

¹ Currently the Division of Agency Services (DAS).

On appeal, the appellant states that the job definitions for the Technical Support Specialist 1 and Technical Support Specialist 2 are identical and there are no major differences in the examples of work section of the job specification. She notes that the education and experience requirements are similar, and she meets those requirements. Lastly, she explains that the knowledge, skills and abilities sections for both titles are similar except for two abilities which she believes are just reworded differently. The appellant argues that her prior supervisor, or the person for whom she performs backup, should have been contacted in the audit, as those are the two individuals that are familiar with her work. She provides a description of her work history.

In response, CPM again provided a listing of her duties and states that the appellant does not dispute her duties or argue a change in the assigned duties and responsibilities, but explains that she serves as backup to a position with different responsibilities. It states that on her Position Classification Questionnaire (PCQ), the appellant indicated that 40% of her time was spent on serving as a backup, and the remainder of the duties were in-title. CPM maintains that the position is properly classified as a Technical Support Specialist 2 as a preponderance of her duties align with this title.

CONCLUSION

The definition sections of the job specifications for Technical Support Specialist 1 and 2 state:

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.

Based on the information presented in the record, it is clear that the appellant's position is properly classified as a Technical Support Specialist 2. Although the definitions for Technical Support Specialist 1 and Technical Support Specialist 2 are identical, the classification standard utilized to distinguish these two titles is that the Technical Support Specialist 1 is responsible for taking the lead over other Technical Support Specialist staff, having approval authority, and

providing server support functions. See *In the Matter of Jack D. Kriebel, Department of Law and Public Safety* (CSC, decided February 2, 2011). With respect to lead worker duties, an incumbent in a leadership role refers to persons whose titles are non-supervisory in nature, but are *required* to act as a leader of a group of employees in titles at the same or lower level than themselves and perform the same kind of work as that performed by the group being led. See *In the Matter of Catherine Santangelo* (Commissioner of Personnel, decided December 5, 2005). Nevertheless, DAS should revise the job specifications for the Technical Support Specialist title series so that it is consistent with the established classification standard.²

The PCQ submitted by the appellant indicates that the position is responsible as a backup Data Processing Administrator 40% of the time, and the remainder of the time is spent on a helpdesk and providing the other types of user support, as well as keeping inventory for the Division. The information provided in the PCQ as well as from the desk audit did not evidence that the position is primarily responsible for taking the lead over other Technical Support Specialist staff. In short, the position does not primarily perform lead worker duties consistent with the Technical Support Specialist 1 classification. Further, the fact that some of an employee's assigned duties may compare favorably with some examples of work found in a given job specification is not determinative for classification purposes, since, by nature, examples of work are utilized for illustrative purposes only. In this case, the appellant's duties and responsibilities are commensurate with those found in the job specification for Technical Support Specialist 2.

As to the audit, it is normal practice of CPM to contact the supervisor of the position being audited in order to clarify the statements presented on the duties questionnaire. The appellant's allegation that her supervisor's comments were inappropriately relied upon in reaching the decision is not persuasive. In this regard, the duties questionnaire has a section reserved especially for the supervisor's comments. Prior supervisors are not contacted as the audit focuses solely on current job duties, of which the current supervisor must be aware. The appellant's duties as listed on her PCQ match those of her performance evaluation, and she does not contest these duties.

Accordingly, a thorough review of the entire record fails to establish that Lillian Crews has presented a sufficient basis to warrant a Technical Support Specialist 1 classification of her position.

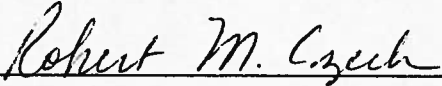
² In *Kriebel*, the Commission directed CPM to review and revise these job specifications as necessary. However, they have not yet been modified.

ORDER

Therefore, the Civil Service Commission concludes that the position of Lillian Crews is properly classified as a Technical Support Specialist 2. Additionally, the Division of Agency Services is ordered to review the job specifications for the Technical Support Specialist title series and make any revisions it deems necessary.

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 1st 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: Lillian Crews
Douglas Ianni
Kenneth Connolly
Joseph Gambino



Chris Christie
Governor
Kim Guadagno
Lt. Governor

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

Robert M. Czech
Chair/Chief Executive Officer

January 29, 2014

Ms. Lillian Crews
Department of the Treasury
PO Box 288
50 West State Street
Trenton, New Jersey 08625-0288

**RE: Classification Appeal, Technical Support Specialist 2,
Position# 093870, CPM log# 08130391, EID# 000346272**

Dear Ms. Crews:

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, Louis Ranfone, Administrative Analyst 1, on January 17, 2014.

Issue:

You are appealing that your current permanent title of Technical Support Specialist 2 (P20) is not consistent with your current assigned duties and responsibilities. You contend that the title of Technical Support Specialist 1 (P24) is an appropriate title for your position.

Organization:

Your position is located in Department of the Treasury, Division of Revenue and Enterprise Services and you report directly to Mary Price, Manager 2, Data Processing (M34). Your position does not possess supervisory responsibility.

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Finding of Fact:

At the time that your classification appeal submission, the primary responsibilities of your position included, but were not limited to the following:

- Serving as the backup to the Data Capture Retrieval (DCR) Administrator by working with Unisys and Unimetrix to maintain, diagnose, troubleshoot, and upgrade the SCO UnixWare operating system running on the ES7000 hardware platform.
- Providing Tier 1 support to end users utilizing the HP Openview Service Center/Client Help Desk.
- Providing employees with administration rights to install, configure, and set up printers; downloading software and providing updates on user computers.
- Performing Remote Desktop troubleshooting for issues with software such as Microsoft Suite, Windows Explorer, Symantec encryption, et. al.
- Setting up users with usernames, passwords, and other identification login information on multiple operating systems.

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, Technical Support Specialist 2 (53061-P20). The definition section of the job specification for this title states:

Ms. Lillian Crews

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“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”.

A Technical Support Specialist 2 typically performs duties consisting of performing a variety of support duties, including responding to requests for assistance; identifying and correcting hardware, software and printer problems; answering inquiries from system users; explaining systems functions and providing technical assistance in the use and application of system features; and installing software programs.

A review of your job duties and responsibilities finds that the primary function of your position is to provide Tier 1 support to Department of the Treasury users. Your position performs a variety of support duties, including responding to requests for assistance; identifying and correcting hardware, software and printer problems; answering inquiries from system users; explaining system functions and providing technical assistance in the use and application of system features; and installing software programs. Your position also serves as a backup in the to the DCR system that batches and transfers a wide variety of money payments.

The classification of your position is based upon a thorough review and analysis of the assigned duties and responsibilities of your position at the time that your classification appeal was submitted. The assigned duties and responsibilities of your position at that time are appropriately classified by your permanent title of Technical Support Specialist 2 (P20).

Ms. Lillian Crews

January 29, 2014

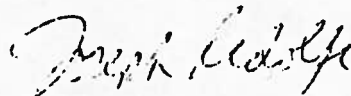
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Determination:

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by the title Technical Support Specialist 2 (P20). Therefore, the classification of your position will remain unchanged.

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