



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of James Allen,
Network Administrator 1 (PS9430I),
State Parole Board

Examination Appeal

CSC Docket No. 2015-2276

ISSUED: **SEP 16 2015** (HS)

James Allen appeals the determination of the Division of Agency Services (Agency Services), which found that, per the substitution clause for education, he did not meet the experience requirement for the promotional examination for Network Administrator 1 (PS9430I), State Parole Board (SPB).

The subject examination announcement was issued with a closing date of November 21, 2014. The examination was open to employees who possessed a Bachelor's degree, including a minimum of 18 semester hours of credit in mathematics and/or computer science, and three years of experience in the development, implementation and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN) and/or Wide Area Networks (WAN) environments. Applicants who did not possess the Bachelor's degree but possessed the 18 semester hour credits could substitute additional experience as indicated on a year-for-year basis with 30 semester hour credits being equal to one year of experience. Evidence of formal training in Computer Science/Information Technology received at an accredited institution could be submitted with the application for evaluation for possible credit. These training courses would be examined to see how they compare, both in hours/content, to college courses to which they equate, 16 training hours being equal to one college credit. In-house training courses would not be accepted as meeting these criteria; thus, they would not be evaluated. It is noted that the appellant was one of two applicants for the subject promotional examination, which was cancelled.

On his application, the appellant indicated that he completed eight hours of training per week from January 2008 to December 2009 with Network Learning Institute. The appellant also listed his experience as a provisional Network Administrator 1 with the SPB from June 2014 to the closing date; as an Information Technology Specialist with the SPB from March 2011 to July 2014; as a Desktop/Network Support with Fiserv from April 2009 to March 2011; as a Desktop Support with Circuit City/Firedog from April 2008 to April 2009; and as a Computer Technician with CompUSA from October 2006 to January 2008. Agency Services reviewed the appellant's training with Network Learning Institute and determined it was equal to 48 semester hour credits in Computer Science. Thus, pursuant to the substitution clause for education, the appellant would need an additional five years and five months of experience. The appellant was also credited with six months of experience based on his provisional service in the subject title. However, none of the remaining positions listed on the appellant's application was determined to be applicable. Thus, Agency Services determined the appellant lacked four years and 11 months of experience, per the substitution clause for education.

On appeal, the appellant argues that his experience as an Information Technology Specialist with the SPB should be credited. Quoting the job specification for that title, he notes that the definition section includes "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," and one of the examples of work states "[m]ay develop, implement, and maintain multi-network, multi-user environment." The appellant notes that his duties in this position were to create and maintain group policies and images for workstations; deploy new hardware/software; troubleshoot/repair desktops/laptops and network connectivity issues; administer/support Statewide video conferencing system; assist management of Active Directory and E-Directory; grant access/permissions to the network and several applications; and administer inventory/audit software. In support, the appellant submits a letter from his supervisor stating that the appellant's primary duties in the position of Information Technology Specialist included, but were not limited to, LAN, MAN and WAN design, implementation and management.

The appellant further argues that his experience as a Desktop/Network Support with Fiserv should also be credited. The appellant notes that his duties in this position were to create and maintain images for workstations; deploy new hardware/software; troubleshoot/repair desktops/laptops and network connectivity issues; perform daily server backups; grant access/permissions to the network and several applications; provide connectivity support for two RAS servers; maintain Active Directory; administer inventory/audit software; and be responsible for

disaster recovery. In support, the appellant submits a letter from his former supervisor stating that the appellant's duties at Fiserv were to support the King of Prussia network; support the Development, QA and Implementation teams in a multi-domain network; provide support for DNS issues and to users having issues with DHCP addresses; maintain wireless network connections; support multi-location networks by providing support for troubleshooting of network/server related issues; roll out a multifactor authentication Cisco VPN solution; serve as a key member of the networking team when the server room was moved; help hook up servers; run cables; and configure Cisco switches.

Agency records indicate that the appellant continues to serve provisionally in the subject title.

CONCLUSION

N.J.A.C. 4A:4-2.6(a)2 provides that applicants shall meet all requirements specified in the promotional examination announcement by the closing date. *N.J.A.C.* 4A:1-1.2(c) provides that a rule may be relaxed for good cause shown in a particular situation.

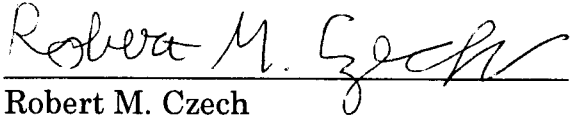
Initially, it is noted that Agency Services correctly determined that the appellant was not eligible for the subject examination. However, the record evidences that the examination situation is not competitive since the examination was cancelled given that both applicants were deemed ineligible. On appeal, the appellant provides letters of support from his supervisors verifying his duties in the positions of Information Technology Specialist and Desktop/Network Support respectively. Additionally, the appellant continues to serve in the title of Network Administrator 1 after the closing date. Therefore, based on the totality of the circumstances in this matter, good cause is present to relax the provisions of *N.J.A.C.* 4A:4-2.6(a)2 and permit the appellant's application to be processed.

ORDER

Therefore, it is ordered that this appeal be granted, the cancellation of the examination be rescinded and the appellant's application be processed. In so doing, the remedy provided herein is limited to the facts of this case and may not be used as precedent in any other matter.

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 16TH DAY OF SEPTEMBER, 2015



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