



The appellant states that he works with limited supervision overseeing technicians work, managing projects, upgrading network cabling and switches along with telephone, VOIP, fuel systems, emergency phones, and Veeder-Root network fuel monitoring; provides guidance and training technicians in all facets of job specifications including protocol procedures, safety, and test equipment needed to effectively and efficiently complete tasks in a timely manner for NJDOT's 3 regional offices and 90 maintenance yards and field sites; coordinates and assists in the network and data upgrades during new construction, rehabilitation and asbestos abatement projects in the NJDOT maintenance yards insuring technicians are safely completing the work; repairs or replaces wiring systems, wires buildings, terminates network jacks, reads prints, sets up and programs telephone sets, ensures projects are completed per the job's specifications; trains and assists staff in providing proper equipment, installation of network switches, patch panels with wire schemes, punch down blocks, and fiber connections to ensure the work completed by technicians is done properly to code; serves as a technical coordinator, informing, directing, and assisting the OIT network staff, setting up, trouble shooting, performing equipment upgrades, port security, and configuring network switches, routers, personal computers, and printers; advises staff in utilizing test equipment, how to read wiring diagram prints, and placement of network switches and connections; trains and assists technicians with VOIP phone systems deployment which includes set up of work stations, programming phone sets, and wall jack locations networked to the switch in the data closets; provides guidance to technicians on how to properly call out repairs of phone lines and network issues with the correct call out information needed to login information in NJDOT Remedy (IT Service Management) and OIT ticket repairs for vendors (Verizon, AT&T, and Windstream); oversees and approves disconnection of unused telephone numbers and circuits statewide in a cost saving project; directing technicians on how to cancel numbers without service disruptions to the department, works with staff checking records and files while calling vendors and verifying information with OIT personnel; oversees and works with OIT teams in the installation of the VOIP Avaya System and setting up gateways (G430) trunks in the NJDOT regional offices; programs through Avaya IP Office Manager, assists in change orders for users, adds/deletes users, call forward, add/delete line appearances, and pickup groups; oversees and directs vendors, consultants, contractors, and utility companies assuring high quality work is being performed meeting NJDOT specifications. The appellant provides a resume, a copy of his PAR and a college transcript.

## CONCLUSION

*N.J.A.C. 4A:3-3.9(e)* states that in classification appeals, the appellant shall provide copies of all materials submitted, the determination received from the lower level, statements as to which portions of the determination are being disputed, and

the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the specification for Telecommunications Systems Analyst 1 states:

Under general direction of a supervisory official or a Telecommunications Systems Analyst 3 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 definition section of the job specification for Telecommunications Systems Analyst 2 states:

Under general direction of a Telecommunications System Analyst 3 or other supervisory official in a state department or agency, acts as a technical team leader or technical coordinator in the planning and provision of effective and economic telecommunications facilities and services throughout the state; plans and directs related studies and evaluations involving voice and data transmission, computerized and electro-mechanical switching; keeps abreast of modern telecommunications technology as necessary; does related work as required.

In the instant appeal, the appellant rewrites his duties somewhat by providing more details and disputes Agency Services' findings, contending that he performs these duties as a lead worker over technicians, OIT network staff, OIT teams, and vendors, consultants, contractors, and utility companies.

The organizational chart shows that there is one Telecommunications Systems Analyst 2, and two Telecommunications Systems Analyst 1s in the unit. The remaining coworkers are in titles in other title series, including clerical and technical positions. The documentation does not support that the appellant is taking the lead over other Telecommunications Systems Analysts. Taking the lead is the distinguishing characteristic in considering whether a position should be classified at the requested title. A leadership role refers to those 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 a 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).

Duties and responsibilities would include training, assigning and reviewing work of other employees on a regular and recurring basis, such that the lead worker has contact with other employees in an advisory position. However, such duties are considered non-supervisory since they do not include the responsibility for the preparation of performance evaluations.

Agency Services found that the appellant plans and coordinates phone related requests for NJDOT remote locations; responds and resolves any inquiries through help desk requests; participates in reading and interpreting data communications for compliance; maintains updates to the department's phone inventory to ensure any additions or deletions are recorded; coordinates with NJDOT for status updates on current telecommunications and network projects; participates in the budgetary process to obtain new systems or improvements to existing phone systems by submitting estimated cost for system purchases and/or upgrades; prepares reports and makes recommendations based on data transmission and data network outages; supports new NJDOT employees with telecommunication and equipment issues; and maintains essential records and files.

Being a lead worker involves mentoring others in work of the title series. Based on these duties, it is not apparent that the appellant's position involves leadership over other Telecommunications Systems Analysts on a consistent, daily basis. Acting as a representative does not define a position as a lead worker, nor does coordinating with the staff of another department. Providing direction to clients and individuals in other units is not a lead worker responsibility. That is, performing lead worker duties over individuals not permanently employed in the unit does not elevate the appellant's position a lead worker position. As the appellant is not a lead worker, his duties cannot support classifying the position as Telecommunications Systems Analyst 2. However, they clearly fall under the umbrella of the job definition for Telecommunications Systems Analyst 1.

Accordingly, the record establishes that the proper classification of the appellant's title is Telecommunications Systems Analyst 1 at the time of the audit.

### **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 15<sup>TH</sup> DAY OF JUNE 2022

*Deirdre L. Webster Cobb*

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