



STATE OF NEW JERSEY

In the Matter of Sunitha Kavala,
Office of Information Technology

FINAL ADMINISTRATIVE
ACTION
OF THE
CIVIL SERVICE COMMISSION

CSC Docket No. 2016-3273

Classification Appeal

ISSUED: **NOV 3 2016** (JET)

Sunitha Kavala appeals the attached decision of the Division of Agency Services (Agency Services) that the proper classification of her position with the Office of Information Technology is Information Technology Specialist. The appellant seeks an Administrative Analyst 3, Information Systems classification.

The record in the present matter establishes that at the time the appellant filed her request for a classification review, she was serving as an Information Technology Specialist. The appellant's position is located in the Enterprise Data Services unit, Office of Information Technology. The appellant does not have any supervisory duties. However, the appellant indicated that she performs lead worker duties.¹ The appellant sought a reclassification contending that her position would be more appropriately classified as an Administrative Analyst 3, Information Systems. In support of her request, the appellant submitted a Position Classification Questionnaire (PCQ) detailing the different duties that she performed. Agency Services reviewed all documentation supplied by the appellant including her PCQ. Based on its review of the information provided, including an organizational chart, Agency Services concluded that the appellant's position was properly classified as an Information Technology Specialist.

On appeal, the appellant asserts, among other things, that she performs lead worker duties for the Data Architecture Warehouse team. She adds that she

¹ It is noted that the appellant did not name any employees that she oversees in the performance of her lead duties.

expects to implement a Quality Assurance team where she will perform lead worker duties. In addition, the appellant asserts that her duties include, among other things, developing and maintaining test methodology, planning and monitoring testing efforts with team managers, representing the quality assurance team, providing input for project deadlines, working with the Business Analyst to determine client needs, testing various software, delegating tasks to workers, providing support to managers, tracking down user requirements, participating in joint application design meetings, mapping data models, and debugging systems. Moreover, the appellant provides a copy of her employee evaluations² to show that she is now performing the duties of an Administrative Analyst 3, Information Systems.

In support, the appellant provides a letter dated March 11, 2016 from Jason Amidon, Supervisor, Enterprise Data Services Unit, and Elizabeth Rowe, Chief Data Officer. Specifically, the letter indicates, among other things, that the appellant consistently performs lead worker duties³ for the Data Warehouse Architecture team and the Enterprise Data Services unit. The appellant's supervisors add that the appellant is the subject matter expert for the Quality Assurance initiative and she effectively tests programming code/logic from various developers. Moreover, the appellant's supervisors aver that her responsibilities include responding to client requests when her supervisor is not present.

CONCLUSION

The definition section of the job specification for Administrative Analyst 3, Information Systems states:

Under the general supervision of an Administrative Analyst 4, Information Systems, or other supervisory officer in a State department or agency, performs the analysis and evaluation of internal operations, business practices, methods and techniques of the organization to determine optimal solutions and/or approaches to satisfy agency information technology (IT) business needs/initiatives; evaluates users' needs and recommends (IT) solutions; provides recommendations in support of the agency's business needs and IT goals and objectives; formulates and/or recommends IT policies and procedures; may function as project leader; does other duties as required.

² The employee evaluations are for the rating periods September 1, 2015 through August 31, 2016.

³ It is noted that the appellant's supervisors confirm that the appellant does not perform supervisory duties.

The definition section of the job specification for 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 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.

In the instant matter, it is clear that the proper classification of the appellant's position is Information Technology Specialist. Indeed, the majority of the duties listed on the appellant's PCQ (over 55%) include gathering and developing business and user requirements, assisting teams in analyzing test data, performing data analysis on errors for quality assurance, identifying risks relative to business procedures/processes, investigating program issues/bugs to find and recommend solutions, preparing reports, ensuring that system users are informed about policies and guidelines, maintaining records, and providing advice to management. Such duties are consistent with those performed by an Information Technology Specialist.

Additionally, the duties the appellant lists on appeal are not consistent with the definition section of the job specification for Administrative Analyst 3, Information Technology. In this regard, the primary focus of the appellant's duties do not include *analyzing and evaluating internal operations, business practices, methods and techniques of the organization* to determine optimal solutions and/or approaches to satisfy agency information technology (IT) business needs/initiatives, evaluating users' needs and recommending (IT) solutions; providing recommendations in support of the agency's business needs and IT goals and objectives; and formulating and/or recommending IT policies and procedures. The primary responsibilities in the Administrative Analyst title series include being involved with the overall operational analysis of a specialized area in the organization with the direct responsibility for the recommendation, planning, or

implementation of improvements for the agency as a result of such analysis. *See In the Matter of Victoria Yang-Liu* (CSC, decided April 28, 2010); *In the Matter of Maria Jacobi* (MSB, decided July 27, 2005). Rather, the appellant's duties focus on gathering, analyzing, and testing data, identifying risks relative to business procedures, and finding solutions for program issues/bugs. Although the appellant's supervisors state on appeal that the appellant is a lead worker and her duties include testing programming code from various developers, such information does not show that the appellant is performing the duties of an Administrative Analyst 3, Information Systems. Accordingly, there is no basis to disturb the determination that the appellant's position is properly classified in the Information Technology Specialist title.

With respect to the appellant's argument that her employee evaluations show that she is now performing the duties of an Administrative Analyst 3, Information Systems, it must be recognized that the foundation of position classification, as practiced in New Jersey, is the determination of duties and responsibilities being performed at a given point in time as verified by Agency Services through an audit or other formal study. In this regard, it is longstanding policy that only those duties and responsibilities assigned at the time of the request for a reclassification are to be considered. As such, the appellant's arguments pertaining to her 2016 employee evaluations cannot now be considered, as there is no substantive evidence to show that such information was submitted at the time of the classification review.

Additionally, 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 regard, it is not uncommon for an employee to perform some duties which are above or below the level of work which is ordinarily performed. For purposes of determining the appropriate level within a given class, and for overall job specification purposes, the definition portion of the job specification is appropriately utilized.

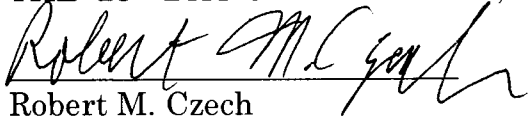
Accordingly, there is no basis to disturb the determination of Agency Services that the appellant's position was properly classified as an Information Technology Specialist. However, if the appellant believes that she is now performing duties that are not consistent with her current title, she may submit a new request for a classification review.

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 23rd DAY OF NOVEMBER, 2016



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries Nicholas F. Angiulo
and Assistant Director
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 & Regulatory Affairs
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Attachment

c: Sunitha Kavala
 Dudley Burdge
 Kelly Glenn
 Records Center



Chris Christie
Governor
Kim Guadagno
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STATE OF NEW JERSEY
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Robert M. Czech
Chair/Chief Executive Officer

February 24, 2016

Ms. Sunitha Kavala
New Jersey Office of Information Technology
300 Riverview Plaza – PO Box 212
Trenton, New Jersey 08625-0212

**Re: Classification Review – Sunitha Kavala
AS Log #11150152; EID: 000734946; position #936940**

Dear Ms Kavala:

This is in response to the classification appeal dated November 12, 2015, submitted to this office on your behalf by Chief of Staff Sharon Pagano. This determination is based upon a thorough review and analysis of all information and documentation submitted, including a position classification questionnaire (DPF-44S), organization chart, and your most recent Performance Evaluation System (PES) agreement.

Issue:

You are appealing the current classification of your position Information Technology Specialist (53262/P21). You allege that your duties are not appropriately classified and that you are seeking to reclassify your position to Administrative Analyst 3: Information Systems.

Organization:

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

Finding of Fact:

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

- Gathering and developing business and user requirements
- Assisting project teams in profiling and analyzing test data
- Identifying risks relative to business procedures/processes
- Performing data analysis on errors for quality assurance

- Investigating program issues/bugs to find and recommend solutions

Review and Analysis:

You are permanently classified in the title Information Technology Specialist (53262/P21). The definition section of the 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 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

The definition section of the requested title, Administrative Analyst 3: Information Systems (50075G/P26), states:

Under general supervision of an Administrative Analyst 4, Information Systems, or other supervisory officer in a state department or agency, performs the analysis and evaluation of internal operations, business practices, methods and techniques of the organization to determine optimal solutions and/or approaches to satisfy agency information technology (IT) business needs/initiatives; evaluates users' needs and recommends (IT) solutions; provides recommendations in support of the agency's business needs and IT goals and objectives; formulates and/or recommends IT policies and procedures; may function as project leader; does other related duties as required.

It was found that you do not assume any supervisory duties, but you do indicate that you act as a lead worker, although, it was not indicated who you assume the lead over. It was found that the duties and responsibilities for your position are specifically focused on testing and analyzing programs to better suit client needs. Based on the current Civil Service titles, the nature of the work and the level of responsibility, none of the duties

indicated are considered out-of-title duties for the Information Technology Specialist title.

Determination:

Based upon the review and analysis stated above, it has been determined that the assigned duties and responsibilities of this position are commensurate with your current permanent title of Information Technology Specialist (53262/P21).

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.

If you wish to appeal this decision, you may do so within twenty days of receipt of this letter. Since an appeal will be subject to final administrative review, all arguments that you wish considered should be submitted within the specified timeframe along with a copy of this determination letter. Appeals should be addressed to the Written Records Appeal Unit, Division of Appeals and Regulatory Affairs, NJ Civil Service Commission, P.O. Box 312, Trenton, New Jersey 08625-0312.

Sincerely,


Annemarie Nostrand, Team Leader
Division of Agency Services

AN/JKIII

C: Sharon Pagano, Chief of Staff, OIT