

appellant states that he and other Senior Technicians, Management Information Systems received Performance Assessment Reviews (PARs) based on the fact that he filed a classification appeal, but his previous PAR was in 2012 and completed by his prior supervisor. He also states that the Chief Information Officer, who supervises his supervisor, does not know what he does and he asserts that he does more work than other site managers in higher titles. The appellant claims that the Regional Administrator Communication Services, who is not in his direct line of supervision, has no information technology or computer experience. He believes that he is being unfairly treated by not receiving a promotion, particularly since he is the only employee with Microsoft certifications and 20 years of management experience.

CONCLUSION

The definition section of the specification for the title Senior Technician, Management Information System states:

Under direction of a supervisory official in a State or local department, institution, or agency, assists in the planning, development, and implementation of information systems; reviews related programs and systems; acts as liaison with internal components utilizing the systems, and/or with other government jurisdictions; or in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.

The definition section of the specification for the title Administrative Analyst 3, Information Systems 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.

The definition section of the classification specification for the title Network Administrator 1 states:

Under direction performs professional work, which includes development, implementation, and maintenance of multinetwork, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN); maintains centralized, decentralized, and remote network services; maintains network security and data integrity; provides consultations and recommendations to infrastructure managers as required to troubleshoot and resolve network problems, monitor overall performance, and conduct upgrades as required; may be assigned to the administration of Storage Area Networks (SANs); does other related duties.

At the outset, it is noted that the classification of a position is determined based the duties and responsibilities assigned to a position at the time the request for reclassification is received in the DAS as verified by audit or other formal study. The outcome of position classification is not to provide a career path to the incumbents, but rather is to ensure that the position is classified in the most appropriate title available within the State's classification plan. Further, 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).

Based upon a thorough review of the information presented in the record, it is clear that the appellant's position is properly classified as Senior Technician, Management Information System. All of the appellant's duties and responsibilities were reviewed and the entire record has once again been thoroughly reviewed in conjunction with the appellant's appeal. Typically, classification determinations list only those duties which are considered to be the primary focus of an employee's duties and responsibilities that are performed on a regular, recurring basis. See *In the Matter of David Baldasari* (Commissioner of Personnel, decided August 22, 2006).

The appellant initially completed his PCQ with 44 duties in July 2016. The percentages of time listed by each duty added up to significantly more than 100%, and the appellant completed a second PCQ in December 2016. On that one, the appellant listed seven duties and the percentages of time added up to 100%. The supervisor reviewed the first PCQ and provided comments for each of the 44 duties, with which he indicated he agreed or disagreed. If he disagreed, he indicated why. In general, the supervisor disagreed with the appellant's position that he maintains LANs/WANs and servers, that he is responsible for backups; repair of motherboards, Ethernet cards or other parts; ensuring all equipment meets licensing requirements for software use; setting up or repairing server equipment; resolving server or switch errors; modifying scripts to accommodate changes in

network drives or changes in employee situations; running updates on servers; developing, implementing and maintaining multinetwork, multi-user environments; installing and troubleshooting network wiring; maintaining schematics of network configuration; planning, configuring and troubleshooting network devices; diagnosing and repairing network hardware; coordinating development resources; and being the liaison between the agency and involved parties. Essentially, the supervisor denies that the appellant performs networking and administrative analysis functions. The supervisor has indicated that the networks are managed by assigned division network administrators. A position is classified based on the duties for which it is responsible and is not classified based on duties an employee may occasionally performed on a voluntary basis.

The supervisor also indicates that the most important duties of the position include installing, configuring, trouble-shooting, and correcting issues and replacing faulty parts on workstations and related PC peripherals; monitoring and maintaining the operability of these devices; ensuring that approved workstation software is currently operational; diagnosing and reinstalling software; arranging for repair and replacement of equipment under warranty; maintaining an inventory system; tracking the user relationships to items; responding to helpdesk issued tickets and providing proper support to staff; maintaining the helpdesk system for accuracy; utilizing technologies to render assistance remotely; evaluating the success or failure of backup systems and reporting failures; rotating media, taking inventories, and documentation; assigning batch files to active directory profiles; assigning an employee's active directory account to the proper active directory unit and printing groups; running reports to ensure computers are updating properly; and diagnosing and repairing computers that are not updating on a regular basis. The appellant's PAR on file as of the January 4, 2017 decision date supports this, and does not primarily list network analysis or administrative analysis functions.

It is noted that job specifications are descriptive and illustrative of the general nature and scope of functions that may be performed and are not meant to be restrictive or inclusive. Moreover, it is not uncommon for an employee to perform some duties which are above or below the level of work normally performed. The appellant is clearly not analyzing and evaluating internal operations, business practices, methods and techniques of the organization, as required by the Administrative Analyst 3, Information Systems title. Also, the primary focus is not the development, implementation, and maintenance of multinetwork, multi-user networks, as the appellant performs many other functions. The *primary* duties of the position fall within the parameters of the definition for Senior Technician, Management Information System, *i.e.*, Mr. Wartenberg performs work involved in and relating to assisting in the planning, development, and implementation of information systems; reviewing related programs and systems; providing hardware/software support to end users; and installing hardware and software on servers or workstations.

Lastly, the appellant compares his current duties to those of his prior supervisor. Nonetheless, a classification appeal cannot be based solely on a comparison to the duties of another position, especially if that position is misclassified. See *In the Matter of Carol Maita, Department of Labor* (Commissioner of Personnel, decided March 16, 1995); *In the Matter of Dennis Stover, Middletown Township* (Commissioner of Personnel, decided March 28, 1996). See also, *In the Matter of Lorraine Davis, Office of the Public Defender* (Commissioner of Personnel, decided February 20, 1997), *affirmed*, Docket No. A-5011-96T1 (App. Div. October 3, 1998). Thus, any such comparison is misplaced.

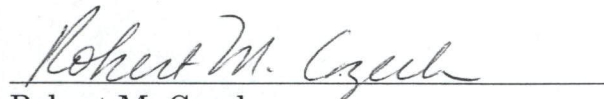
A thorough review of the information presented in the record establishes that Mr. Wartenberg's position is properly classified as Senior Technician, Management Information Systems, and he has not presented a sufficient basis to establish that her position is improperly classified.

ORDER

Therefore, it is ordered that this appeal be denied, and the position of Marc Wartenberg is properly classified as Senior Technician, Management Information Systems.

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 17th DAY OF MAY, 2017



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

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. Marc Wartenberg
Christina Mongon
Tom Brenner
Kelly Glenn
Records Center



STATE OF NEW JERSEY
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Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

January 3, 2017

Mr. Mark Wartenberg
Department of Human Services
Division of Developmental Disabilities
23 Stanwood Court
Medford, NJ 08055

Subject: Classification Determination-Mr. Marc Wartenberg ([REDACTED]); Senior Technician, Management Information Systems (62042/P18); Department of Human Services; AS # [REDACTED]

Dear Mr. Wartenburg:

This is in response to the classification appeal submitted to this office on your behalf by Christina Mongon, Assistant Commissioner for Human Resources. The package indicates you are appealing your current title of Senior Technician, Management Information Systems (62042/P18), and requesting reclassification to the title of Network Administrator 1 (10107/P26) or Administrative Analyst 3, Information Systems (50075G/P26).

Based on the information provided, this office has conducted a thorough review of your duties and responsibilities. The considered information includes a State Position Classification Questionnaire (DPF-44) filled out and signed by yourself, with comments from your immediate supervisor, Mr. Francis Killion, Administrative Analyst 4, Information Systems and your Chief Information Officer, Mr. Charles Naus; an organization chart of the MIS/IT Central Office, Community Services and Developmental Centers; as well as your most recent performance evaluation (PES).

ORGANIZATION AND STRUCTURE:

It is noted, you are currently serving with a permanent appointment to the title of Senior Technician, Management Information Systems (62042/P18). Your position is located in the Division of Developmental Disabilities, Southern Regional Office in the Department of Human Services and you have no supervisory responsibilities.

FINDING OF FACT:

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

- Provides Technical Support to End Users - receives and responds to telephone and email day to day inquiries (Service Desk) from system users involving updates; application; functions; hardware; software; and other features.
- Maintenance and Repair - troubleshoots; analyzes; identifies and resolves user, program, information systems, and network problems. Communicates with the appropriate assigned Administrative Analyst, Information Systems staff or manufacturer for resolution when complex or authorization problems exist.
- Ensures backup systems are functioning properly; reports errors and systems failure to the division's IT Central Office. Monitors and updates logs; diagnose problems and help resolve errors.
- Training - provides information and user training to staff involving systems; computers; copiers; printers; scanners; fax machines ect...

REVIEW AND ANALYSIS:

One of the requested titles was that of Administrative Analyst 3, Information Systems (50075G/P26). The definition section of the job specification for the title of Administrative Analyst 3, Information Systems 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.”

An employee serving in the title of Administrative Analyst 3, Information Systems has the responsibility of reviewing, analyzing and evaluating IT systems operational policies, procedures, practices and processes. Examines existing information processing systems; performs system and application needs analysis; identifies problems and develops solutions. The assigned duties and responsibilities of the incumbent employee are not commensurate with the title of Administrative Analyst 3, Information Systems.

The other requested title was that of Network Administrator 1 (10107/P26). The definition section of the job specification for the title of Network Administrator 1 states:

“Under direction performs professional work, which includes development, implementation, and maintenance of multinetwork, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN); maintains centralized, decentralized, and remote network services; maintains network security and data integrity; provides consultations and recommendations to infrastructure

managers as required to troubleshoot and resolve network problems, monitor overall performance, and conduct upgrades as required; may be assigned to the administration of Storage Area Networks (SANs); does other related duties.”

An employee serving in the title of Network Administrator 1 has the responsibility of administering and overseeing the planning, development, implementation and maintenance of a multiuser/multinetwork environment; and would establish network specifications, security requirements and configuration protocol. The assigned duties and responsibilities of the incumbent employee are not commensurate with the title of Network Administrator 1.

The definition section of the job specification for your current permanent title of Senior Technician, Management Information Systems (62042/P18) states:

“Under direction of a supervisory official in a state or local department, institution, or agency, assists in the planning, development, and implementation of information systems; reviews related programs and systems; acts as liaison with internal components utilizing the systems, and/or with other government jurisdictions; or in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.”

An employee serving in the title of Senior Technician, Management Information Systems has the responsibility of providing assistance, support, maintenance and repair activities for users concerning hardware, software, and workstations (Service Help Desk). Assist in the evaluation of active systems; monitors and maintains existing management information systems including control devices, printers and copiers. The assigned responsibilities of the incumbent employee include similar duties and are therefore commensurate with the title of Senior Technician, Management Information Systems (62042/P18).

DETERMINATION:

The review revealed the current duties and responsibilities assigned to this position are commensurate with the attached job specification for the title of Senior Technician, Management Information Systems (62042/A18). This specification is descriptive of the general nature and scope of the functions which may be performed by an incumbent in this position. The examples of work are for illustrative purposes and are not intended to restrict or limit the performance of related tasks not specifically listed. The relevance of such specific tasks is determined by an overall evaluation of their relationship to the general classification factors listed in the specification.

Therefore, you are presently and properly classified in the title of Senior Technician, Management Information Systems (62042/A18).

According to the New Jersey Administrative Code (N.J.A.C. 4A:3-3.9), either the affected employee or the employee's authorized representative may appeal this determination within 20 days of receipt of this notice. This appeal should be addressed to Written Record Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, New Jersey 086225-0312.

Please note the submission of an appeal must include written documentation and/or argument substantiating the portions of the determination being disputed and the basis for appeal.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark B. Van Bruggen", with a stylized flourish at the end.

Mark B. Van Bruggen
Supervising HR Consultant

Enclosure
MVB/KMC

C: Chris Mongon, DHS
PMIS Classification Determination Unit
File