



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Aurora
DeCristofano, *et al.*, Technical
Support Specialist 1 (PS4132U),
Office of Information Technology

Examination Appeals

CSC Docket Nos. 2018-531, *et al.*

ISSUED: **OCT 19 2017** (SLK)

Aurora DeCristofano, Charles Mars and Douglas Weidanz appeal the determinations of the Division of Agency Services (Agency Services) that they did not meet the experience requirements for the promotional examination for Technical Support Specialist 1 (PS4132U), Office of Information Technology. These appeals have been consolidated due to common issues presented.

The examination at issue was announced with specific requirements that had to be met as of the April 21, 2017 closing date (see attached). A total of eight employees applied for the examination and three were determined eligible. A review of agency records indicates that there are currently three individuals provisionally serving in the subject title in the unit scope to which the examination was open.

Agency Services credited Ms. DeCristofano with meeting the education requirement based on her Bachelor's degree and two years and seven months of experience based on her service as an Information Technology Specialist from February 2016 to the April 21, 2017 closing date and her service as a Technical Assistant, Management Information Systems from October 2014 to February 2016. It did not credit her for her service as a Computer Operator Assistant from April 2012 to October 2014 as it found that this work was out-of-title. Therefore, it found that she lacked five months of experience. Mr. Mars' personnel record indicates that he was a Software Development Specialist from April 2006 to the closing date, a Principal Training Technician from April 2005 to April 2006, and a Coordinator

Emergency Telecommunications Systems from December 2004 to April 2005. He also indicated on his application that he held various Public Safety Telecommunicator/Dispatcher positions for Camden County from 1979 to 2004. Agency Services credited him with the general experience requirement for his service as a Software Development Specialist but found that his help desk experience was out-of-title work. It did not credit him for any other experience. Mr. Weidanz indicated on his application that he was an Information Technology Specialist from September 2013 to the closing date.¹ He also indicated, without dates, that he was a Public Safety Telecommunicator and a Public Safety Answering Point/Communications Manager for the Parsippany-Troy Hills Police Department for 26 years. Agency Services found that his 60 college credits were not in an applicable field, his experience as an Information Technology Specialist could be applicable for the general experience requirement, but needed clarification, and that he did not indicate help desk experience.

On appeal, Ms. DeCristofano presents that she has four years of help desk experience working from April 2012 to February 2016 in the Bureau of Security and Services and that she has worked in Information Security from February 2016 through the present. She submits her performance evaluations and resume in support of her appeal.

Mr. Mars clarifies the duties that he performed in various positions for the appointing authority. He submits a letter from Craig Reiner, Office of Emergency Telecommunications Services, which states that Mr. Mars has performed out-of-title work since 2004. Mr. Reiner presents that Mr. Mars' job is related to help desk duties involving call answering equipment, databases, computer systems, and telephone company call routing discrepancies. Further, he analyzes call volume data and applies modeling formulas as well as best practices from the telecommunications industry.

Mr. Weidanz clarifies his duties as an Information Technology Specialist since September 2013. He also submits a letter from Craig Reiner. Mr. Reiner indicates that he has supervised Mr. Weidanz since September 2013 and has collaborated with him for more than 15 years while Mr. Weidanz worked for Parsippany-Troy Hills. Mr. Reiner states that Mr. Weidanz's job with the State is related to help desk duties involving call answering equipment, databases, computer systems, and telephone company call routing discrepancies. Further, Mr. Reiner indicates that Mr. Weidanz's work at Parsippany-Troy Hills primarily involved implementing 9-1-1 services, which involved analyzing call volume data in order to accurately project the proper sizing of voice and data circuits and to make the appropriate selection of computer systems and software applications.

¹ Personnel records indicate that in September 2017, which is after the closing date, Mr. Weidanz was provisionally appointed to the subject title.

Additionally, Mr. Weidanz analyzed workflow processes and operational procedures that were implemented based on his recommendations.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date. In accordance with *N.J.A.C.* 4A:4-2.1(g), the Civil Service Commission (Commission) can accept clarifying information in eligibility appeals. For example, information submitted on appeal pertaining to duties performed in a given position that expands or enlarges on information previously submitted is considered clarifying. *N.J.A.C.* 4A:4-2.6(c) provides that, except when permitted for good cause, applicants for promotional examinations with open-competitive requirements may not use experience gained as a result of out-of-title work to satisfy the requirements for admittance to the examination or for credit in the examination process. *N.J.A.C.* 4A:1-1.2(c) states that the Commission may relax a rule for good cause in order to effectuate the purposes of Title 11A, New Jersey Statutes.

Initially, Agency Services correctly determined that the appellants did not meet the required experience requirements. However, Ms. DeCristofano gained the required experience after the closing date. Further, Mr. Reiner confirmed that Mr. Mars performed the required duties including out-of-title help desk duties since 2004. Additionally, Mr. Reiner confirmed that Mr. Weidanz performed the required duties including help desk duties since September 2013 and that he collaborated with Mr. Weidanz for 15 years while he worked for Parsippany-Troy Hills primarily performing the required duties. Further, the list will be rendered incomplete as there are only three names on the eligible list and there are currently three employees provisionally serving in the subject title. Therefore, there is good cause for the Commission to relax the provisions of *N.J.A.C.* 4A:4-2.6(a) and accept Ms. DeCristofano's experience after the closing date. Further, good cause has been presented to accept Mr. Mars' out-of-title work and Mr. Weidanz's out-of-title work and experience prior to State service, for eligibility purposes only, in order to admit them to the subject examination.

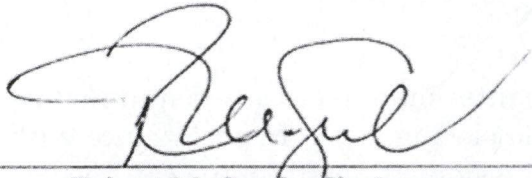
It is noted that this remedy is limited to the particular circumstances of this matter and does not set a precedent in any other matter.

ORDER

Therefore, it is ordered that these appeals be granted and Aurora DeCristofano's, Charles Mars' and Douglas Weidanz's applications be processed for prospective employment opportunities only.

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 18th DAY OF OCTOBER, 2017



Robert M. Czech, Chairperson
Civil Service Commission

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and
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Attachment

c: Aurora DeCristofano, 2018-531
Charles Mars, 2018-439
Douglas Weidanz, 2018-440
David Weinstein
Kelly Glenn
Records Center