



STATE OF NEW JERSEY

In the Matter of Nancy Gomes,
Supervisor, Information Technology
Help Desk (PM291C), Linden

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

CSC Docket No. 2022-501

Examination Appeal

ISSUED: DECEMBER 6, 2021 (SLK)

Nancy Gomes appeals the determination of the Division of Agency Services (Agency Services) that she did not meet the experience requirements¹ for the promotional examination for Supervisor, Information Technology Help Desk (PM291C), Linden.

The subject examination had a February 22, 2021 closing date. The education requirement was a Bachelor’s degree. The experience requirements were four years of experience in an Informational Technology operational unit of a public or private information processing facility, including at least three years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one year of which shall have been in a lead capacity. Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi-programming computer systems and work in the information processing support areas of input/output control, scheduling, or reliability support could have been substituted for the required education on a year for year basis. A total of two employees applied and one was

¹ The subject examination was open to employees in the Linden Police Department. Initially, it was determined that the appellant was ineligible for not being employed in the announced unit scope. However, the appointing authority confirmed that due to an administrative error, her County and Municipal Personnel System (CAMPS) record had not been updated to indicate that she had been employed in the Police Department since January 2020 and her CAMPS record was updated to reflect this. Thereafter, upon further review, Agency Services determined that although she was employed in the announced unit scope, she did not meet the experience requirements.

found eligible. Certification PL211006 was issued and the one eligible was appointed. The list expires on September 1, 2024.

On the appellant's application, she indicated that she 91 college credits. Additionally, she indicated that she was a Technical Support Specialist 1 from December 2016 to the February 22, 2021 closing date, a Systems Analyst from December 2008 to June 2018², a Purchasing Assistant from March 2008 to November 2008, and a part-time Student Assistant from January 1997 to December 1998. Personnel records indicate that she was a Technology Support Specialist 1 from December 2016 to the closing date, a Systems Analyst from December 2008 to December 2016, a Purchasing Assistant from March 2008 to December 2008, a Clerk 2 from October 2004 to March 2008, and a Keyboarding Clerk 1 from January 1999 to October 2004. Agency Services credited her with seven years and three months of general experience based on three years for her college credits and four years and three months as a Technical Support Specialist 1, but determined that she lacked nine months of general experience and one year of lead worker experience.

On appeal, the appellant indicates that she is the lead administrator for the non-public safety computer network, virtual desktop infrastructure and server systems which involves working closely with all Department Heads ensuring that their information technology needs are met. She also indicates that she is the sole lead administrator to network, install, configure, repair and maintain all hardware and software. Further, the appellant presents that she is the sole lead technical help desk support with in-person and remote desktop support for a number of departments that she lists, and she describes these duties in detail. Additionally, she submits a letter of recommendation from Linden's Chairman, Information Technology Councilman Committee regarding her information technology administrator duties.

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.

N.J.A.C. 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

In this matter, Agency Services correctly determined that she was ineligible for the subject examination. Specifically, per the substitution clause for education, the appellant needed the equivalent of eight years of general experience and one year of information technology lead worker help desk experience. However, the record indicates that the appellant only had seven years and three months of general experience based on her educational credits and four years and three months of

² The appellant's application indicates an overlap between her experience as a Technology Support Specialist 1 and as a Systems Analyst.

experience as a Technology Support Specialist 1 by the February 22, 2021 closing date. Moreover, a review of the appellant's application and appeal indicates that she lacked one year of the required lead worker help desk experience. 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. 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. Being a lead worker does not mean that the work is performed by only one person, but involves mentoring others in work of the title series. *See In the Matter of Henry Li* (CSC, decided March 26, 2014).

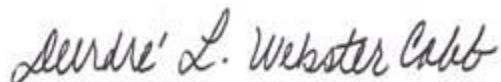
On appeal, the appellant indicates that she is the sole administrator and help desk support person and she does not indicate any information technology staff that she leads. Being the sole expert in a particular area does not establish that the appellant's position should be classified as a lead worker title. *See In the Matter of John Freise* (CSC, decided May 1, 2013). Further, as the appellant is serving as a Technology Support Specialist 1, which is a lead worker title, it is unclear if that title is the appropriate title for her position as she has not indicated any lead worker duties. Accordingly, the classification of the appellant's position is referred to Agency Services for review.

ORDER

Therefore, it is ordered that this appeal be denied. Further, the classification of Nancy Gomes's position is referred to the Division of Agency Services for review.

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 1ST DAY OF DECEMBER 2021



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