STATE OF WISCONSIN PERSONNEL COMMISSION

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CHERYL ELLSWORTH,
BETH PARRELL,

Appellants,

v.

Administrator, DIVISION OF PERSONNEL,

Respondent.

Case No. 83-0021, 0022-PC

DECISION
AND
ORDER

* * * * * * * * * * * * * * * * *

NATURE OF THE CASE

These are consolidated appeals, pursuant to §230.44(1)(a), Wis. Stats., of the reallocation of appellants' positions from Management Information Specialist 1 (MIS-1) (PR1-11) to Data Processing Operations Technician 2 (DPOT-2) (PR6-11). A hearing was held on June 23, 1983, and the parties were given the opportunity to file briefs.

FINDINGS OF FACT

1. At all times relevant to these appeals, appellants have been employed in the classified civil service with the working title of Help Desk Operator, Distributed Support Unit, Office of Information Systems, Department of Health and Social Services. At the time of hire, appellants' positions were classified as MIS 1. Effective January 9, 1983, the appellants' positions were reallocated to DPOT 2. On February 11, 1983, appellants filed timely appeals of such reallocations with the Personnel Commission.

2. The duties and responsibilities of appellant Ellsworth's position are as set forth in the position description signed by appellant Ellsworth

on May 1, 1982, a copy of which is attached hereto and incorporated by reference as if fully set forth as a part of this finding.

3. The duties and responsibilities of appellant Parrell's position are as set forth in the position description signed by appellant Parrell on July 15, 1981, a copy of which is attached hereto and incorporated by reference as if fully set forth as part of this finding.

4. The DPOT position standard states in part the following:

I.B. Inclusions ... Position incumbents are primarily responsible for planning, coordinating, monitoring, and evaluating computer operations activities but may also spend a small portion of their time in the actual operation of the computer.

I.E. Operations Technician - These positions will provide staff assistance to a shift leadworker or supervisor assisting them in the performance of some combination of their assigned functions. Typically, this assistance will relate to the technical aspects of the computer system with the technician being knowledgeable of all phases of the system operation. It is anticipated that these types of positions will be utilized only in the largest operations.

NOTE: Utilization of Computer Operations Lead Workers and Operations Technicians is infrequent and may be varied. Therefore, these positions are not identified within the "Class Descriptions" section of this Standard. The same classification factors will be used to allocate these positions to specific class levels in this series as were used in the identification of the specific allocations described in this Standard. These factors are listed in the "Class Factors" section.

5. The MIS position standard states in part the following:

I.A. Purpose of Position Standard

This position standard is intended to be used to classify professional positions engaged in the analysis, development, and/or implementation of management information systems. Because of the wide variety of ways in which positions can be structured in this occupational area, it is recognized that this Position Standard will not specifically identify every eventuality or combination of duties and responsibilities which may exist either now or in the future. Rather, it is designed to serve as a basic framework for classification decision-making by specifically

> identifying and allocating to classification levels those groupings of duties and responsibilities which occur most frequently....

I.B. Inclusions

> This position standard includes positions which are performing data processing systems analysis, data processing applications or systems programming, office systems analysis, and/or other specialized data processing work which is considered to be "professional" under the provisions of §111.81(11)(a), Wis. Stats. ....

I.F. Definitions

> CUSTOMER SUPPORT SPECIALIST - responsible for providing a variety of support to data processing service users to ensure that the user is receiving the best possible data processing services.

6. The appellants' positions do not have "professional" duties and responsibilities as that term is used in §111.81(11)(a), Wis. Stats., and do not perform "data processing systems analysis, data processing applications or systems programming, office systems analysis and/or other specialized data processing work which is considered to be 'professional' under the provisions of §111.81(11)(a), Wis. Stats.," as set forth in the MIS position standard.

7. The appellants' positions are best described by the DPOT position standard at the DPOT-2 level, and are most appropriately classified as DPOT-2.

CONCLUSIONS OF LAW

1. These appeals are properly before the Commission pursuant to §230.44(1)(a), Stats.

2. The appellants have the burden of proof.

3. The appellants have not sustained their burdens of proof.

4. The respondent's decisions reallocating appellants' positions from MIS-1 to DPOT-2 were not incorrect.

OPINION

According to the MIS position standard, before a position can be included in this series, it must have duties and responsibilities of a "professional" nature as that term is used in §111.81(11)(a), Wis. Stats.:

> (11) 'Professional employe' means:
>
> (a) Any employe engaged in work:
> 1. Predominantly intellectual and varied in character as opposed to routine mental, manual, mechanical or physical work;
>
> 2. Involving the consistent exercise of discretion and judgment in its performance;
>
> 3. Of such a character that the output produced or the result accomplished cannot be standardized in relation to a given period of time;
>
> 4. Requiring knowledge of an advanced type in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction and study in an institution of higher learning or a hospital, as distinguished from a general academic education or from an apprenticeship or from training in the performance of routine mental, manual or physical processes....

The types of work set forth under the MIS "Inclusives" in the MIS position standard, paragraph I.B., Appellant's Exhibit A, are:

> ... data processing systems analysis, data processing applications or systems programming, office systems analysis, and/or other specialized data processing work....

Appellants' help desk positions are primarily involved with the operational aspects of a data processing system, i.e., appellants diagnose and solve the less complex operational problems encountered with data processing systems designed, programmed, installed, maintained, and operated by others. A review of the DPOT position standard indicates that

the DPOT series includes positions primarily involved with data processing system operations. Respondent's expert witness, who drafted the DPOT position standard, testified that the Operations Technician category within the DPOT position standard was created at least in part for the purpose of describing and classifying help desk positions within the DPOT series. A review of the MIS position standard indicates that the MIS series includes those positions primarily involved with data processing systems analysis and programming. Data processing systems analysis and programming are clearly not the primary emphasis of appellants' positions. Although appellant Parrell's position does involve some programming duties and although both positions involve some installation duties, such duties constitute only a very small percentage of the total duties of the positions.

Appellants contend that their positions satisfy the definition of "Customer Support Specialist" within the MIS position standard. However, the language in this definition is very broad and obviously must be reviewed in conjunction with the requirements set forth in the MIS position standard as a whole.

The result reached here is consistent with the decision of the Commission in Whitmore v. DP, Case Nos. 82-10-PC and 82-188-PC (3/31/83). Although Ms. Whitmore's position may be distinguishable from appellants' positions on the basis of differences in the data processing systems involved, the primary emphasis of the positions is the same.

During the course of the hearing and in their briefs, appellants expressed the belief that the procedure followed by respondent in reaching its reallocation decisions should be an issue considered by the Commission in these appeals. Due to the fact that the ultimate issue to be decided in these appeals is the appropriate classification of appellants' positions

and to the fact that the Commission in deciding this issue is not limited to a review of only that information available to respondent when the reallocation decisions were made, a consideration of the procedure followed by respondent would serve no useful purpose and would have no probative value in relation to the issue in these appeals. This is consistent with the decisions reached by the Commission in Hochmuth v. DP, Case No. 81-76-PC and Haberman v. DP, Case No. 81-334-PC (11/11/82).

ORDER

The decisions of the respondent reallocating appellants' positions from MIS-1 to DPOT-2 are sustained and these appeals are dismissed.

Dated: August 23, 1983 STATE PERSONNEL COMMISSION

DONALD R. MURPHY, Chairperson

LRM:jmf

DENNIS P. McGILLIGAN, Commissioner

Parties:

Cheryl Ellsworth & Beth Parrell
c/o Attorney Sally J. March
301 N. Broom Street
Madison, WI 53703

Howard Fuller, Secretary
DER
P. O. Box 7855
Madison, WI 53707

IMPORTANT. PLEASE READ INSTRUCTIONS ON BACK OF LAST PAGE

POSITION DESCRIPTION

DER-PERS-10 (Rev. 1-78)
State of Wisconsin
Department of Employment Relations
DIVISION OF PERSONNEL

5-9-82

1. Position No	2. Cert/Reclass Request No	3. Agency No.
308672	810-36	435

4. NAME OF EMPLOYE: Cheryl Pahl

5. DEPARTMENT, UNIT, WORK ADDRESS:
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
OFFICE OF INFORMATION SYSTEMS
ROOM B140, 1 WEST WILSON STREET
MADISON, WISCONSIN 53702

6. CLASSIFICATION TITLE OF POSITION: Data Processing Operations Technician

RECEIVED
JUN 3 1983
Personnel Commission

7. CLASS TITLE OPTION *(To be Filled Out By Personnel Office)*

8. NAME AND CLASS OF FORMER INCUMBENT

9. AGENCY WORKING TITLE OF POSITION: Help Desk operator

10. NAME AND CLASS OF EMPLOYES PERFORMING SIMILAR DUTIES: JOYCE ROSE, MIS 1 BETH PARRELL, MIS 1

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR: ~~MIKE FORD, MISCR 6~~

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYES IN PERMANENT POSITIONS? Yes ☐ No ☒ IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84)

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION

This position is backup for the primary end-user and vendor interface for addressing all CRN network problems. It is responsible for assisting in the resolution of problems working individually or through working with other high-level policy, technical or vendor support staffs. This position is responsible for the batch transmissions of all modifications and data between the host and remote processors.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on back of last page)*

–GOALS: Describe the major achievements, outputs, or results List them in descending order of importance
–WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal
–TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES *(Continue on attached sheets)*	TR1	TR2
20%	**A. Analysis of network/system or application problems.**		
	A1. Act as the single reference point for the mo. than 100 installations in the network.	**2**	**N**
	A2. Analyse and diagnose problem by asking appropriate questions of the end user.	**4**	**N**
	A3. Determine if the end user is improperly utilizing the system or equipment and advise them of corrective measures.	**3**	**N**
	A4. Determine whether or not an application problem exists, and if so, relay the information to the appropriate application area.	**3**	**N**

(cont.)

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Back of last page)*

a The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [ ] general
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position *(Please initial and date attachments)*

Signature of first-line supervisor _____ Date _____

17. EMPLOYE SECTION – TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position *(Please initial and date attachments.)*

Signature of employe Cheryl Pahl Date 5/10/82

18. Signature of Personnel Manager _____ Date _____

DIVISION OF PERSONNEL
STATE OF WISCONSIN
MADISON

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TIME %	GOALS AND WORKER ACTIVITIES	TR1	TR2
	A5. Determine if the network is in error and involve appropriate applications development, technical support, or vendor support personnel as necessary.	4	N
	A6. Assist Distributed Support Unit Leader, application development staff, and vendor support personnel in further analysis of problems.	2	N
20%	B. Establishment of prompt resolutions to system and equipment failures.		
	B1. Monitor the network for acceptable performance and availability to the end users.	2	N
	B2. Mobilize Applications Development, Technical Support, and Data Center personnel to resolve problems identified during user contact or network monitoring.	4	N
	B3. Maintain communication with end users during problem resolution.	2	N
	B4. Provide written detailed, accurate descriptions of network problems for follow-up correction by technical and applications development personnel.	4	N
	B5. Contact hardware and network communications vendors to order service to correct identified problems.	3	N
	B6. Contact end users during system failures and explain in appropriate terms the reasons for network failure and give estimates of expected down time.	3	N
	B7. Develop and maintain automated records of pertinent user facts for instant reference (e.g., names, telephone numbers, data circuit numbers, equipment inventory, vendor names and telephone numbers).	2	N
20%	C. Control of operating systems (DPCX) on the IBM 8100 distributed processors.		
	C1. Assist with installation of new releases of the DPCX operating system on processors located in 1 W. Wilson.	4	N
	C2. Document installation procedures for use by remote processor operators.	4	N
	C3. Distribute releases or modifications to remote processor operators and assist them in the installation.		
	C4. Thru Host Command Facility update remote processor run parameters for the addition of terminals or changes in operating procedures.	3	N
15%	D. Development of training materials to assist end users in learning to use network equipment and systems.		
	D1. Prepare and maintain the control operator system operation manual.	3	Y
	D2. Maintain continuous familiarity with network equipment or system upgrades to provide added user training and documentation.	4	Y
	D3. Provide daily on-going telephone and message system communication with users on operating procedures and system usage.	2	N
	D4. Assist users in interpreting system messages and error codes to facilitate a smooth running network for the user.	4	N
	D5. Provide initial and follow-up training of users on the various types of computer equipment and systems available at the user locations.	3	N
	D6. Demonstrate the network and ...		

TIME %	GOALS AND WORKER ACTIVITIES	TR1	TR2
25%	E. Review system enhancements and transmit modifications to the remote processors.		
	E1. Consult with Applications Development personnel in the design of system enhancements and modifications based upon county input, monitoring, and human factors in screen and report design.	3	N
	E2. Establish and assist in quality assurance testing of network and system enhancements to insure integrity.	4	N
	E3. Transmit operating system modifications, data set and program changes, and reports to the remote processors.	3	N
	E4. Maintain communication with Applications Development, Technical Support, and user Division personnel to be aware of new or upcoming changes in the network or system.	3	N

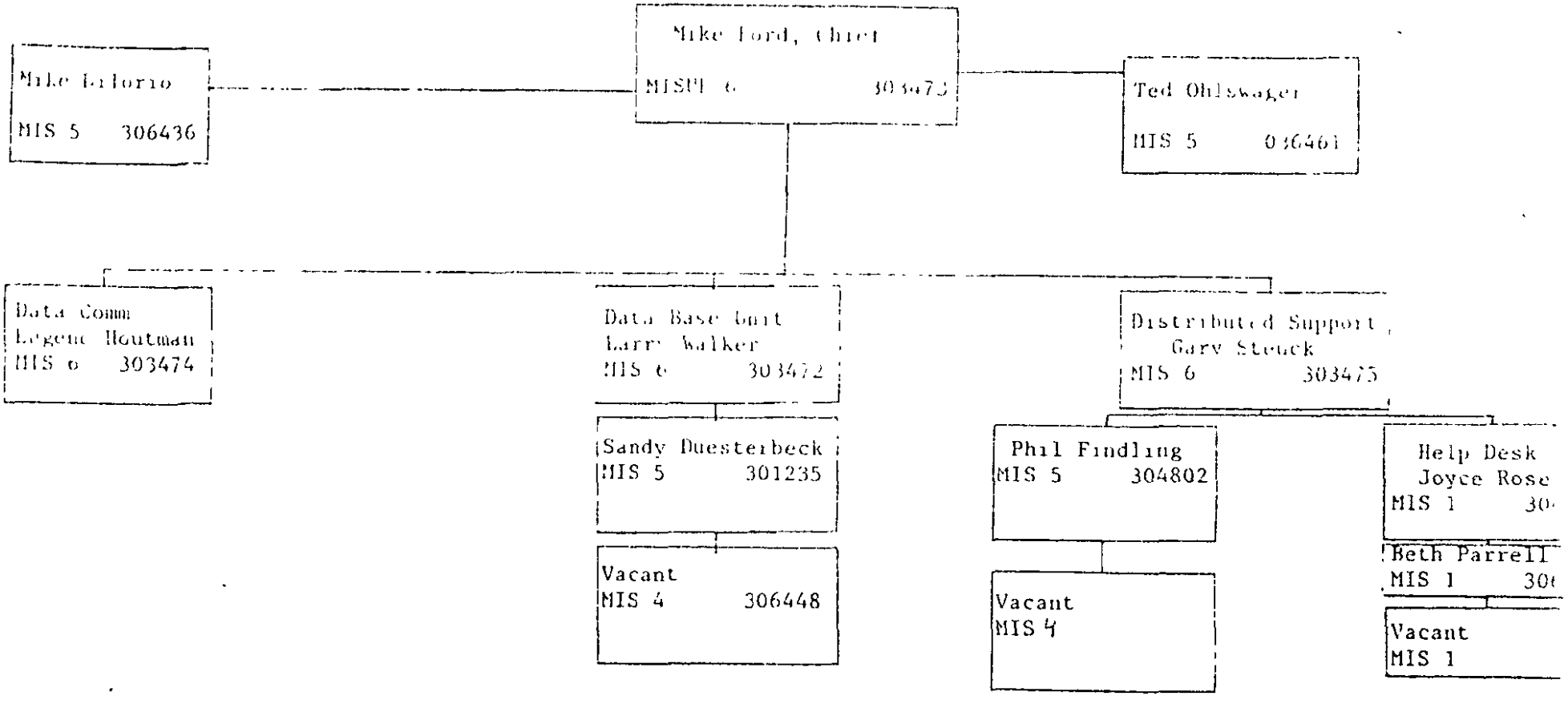
[illegible] 12/8/81 CMP 5/10/82

KNOWLEDGES:	KR1	KR2
1. Strong written and verbal communication skills	3	Y
2. Thorough familiarization with the operation of the H&SS Network and its hardware and software components.	4	Y
3. Thorough familiarization with CRN, Energy Assistance, SSIS, IIS, and Message Systems.	2	Y
4. Thorough familiarization with the operation of county Social Service departments.	2	Y
5. Ability to follow a logical pattern of analysis in the problem determination process.	4	Y
6. Ability to effectively coordinate the interests of the many groups involved in the support, operation, and use of the DHSS Network.	3	Y

MFT CMP 4/19/82

OCTOBER 1981

TECHNICAL SUPPORT SECTION



IMPORTANT: PLEASE READ INSTRUCTIONS ON BACK OF LAST PAGE

POSITION DESCRIPTION

DER-PERS-10 (Rev 1-78)
State of Wisconsin
Department of Employment Relations
DIVISION OF PERSONNEL

1. Position No.	2. Cert/Reclass Request No.	3. Agency No.
306441		435

4. NAME OF EMPLOYE: Beth Parnell

5. DEPARTMENT, UNIT, WORK ADDRESS:
HEALTH & SOCIAL SERVICES
OFFICE OF INFORMATION SYSTEMS
RM. B140 1 WEST WILSON ST.
MADISON, WISCONSIN 53702

6. CLASSIFICATION TITLE OF POSITION: Data Processing Operations Technician 2

7. CLASS TITLE OPTION *(To be Filled Out By Personnel Office)*: RECEIVED JUN 3 1983 Personnel Commission

8. NAME AND CLASS OF FORMER INCUMBENT:

9. AGENCY WORKING TITLE OF POSITION:

10. NAME AND CLASS OF EMPLOYES PERFORMING SIMILAR DUTIES: NONE

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR: PAUL C. PECORIN, MIM. 5

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYES IN PERMANENT POSITIONS? Yes ☐ No ☒ IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84).

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION.

This position is the primary end-user and vendor interface for addressing all DHSS Network problems. It is responsible for resolving problems individually or through working with other high-level policy, technical or vendor support staffs. User satisfaction and vendor responsiveness are highly dependent upon the level of service provided by this position.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on back of last page.)*

–GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
–WORKER ACTIVITIES. Under each goal, list the worker activities performed to meet that goal.
–TIME %: Include for goals and major worker activities.

(Continue on attached sheets)

TIME %	GOALS AND WORKER ACTIVITIES	TR1	TR2
35%	A. Analysis of network/system or application problems.		
	A1. Act as the single reference point for the more than 100 installations in the network.	2	N
	A2. Analyze and diagnose problem by asking appropriate questions of the end user.	4	N
	A3. Determine if the end user is improperly utilizing the system or equipment and advise them of corrective measures.	3	N
	A4. Determine whether or not an application problem exists, and if so, relay the information to the appropriate application area.	3	N
			(cont.)

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Back of last page)*

a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [ ] general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. *(Please initial and date attachments.)*

Signature of first-line supervisor _____ Date _____

17. EMPLOYE SECTION – TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the work assigned my position. *(Please initial and date attachments.)*

Signature of employe Beth A. Parnell Date 7/15/81

18. Signature of Personnel Manager _____

DIVISION OF PERSONNEL
STATE OF WISCONSIN
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TIME %	GOALS AND WORKER ACTIVITIES	TR1	TR2
	A5. Determine if the network is in error and involve appropriate applications development, technical support, or vendor support personnel as necessary.	4	N
	A6. Assist Distributed Support Unit Leader, application development staff, and vendor support personnel in further analysis of problems.	2	N
20%	B. Establishment of prompt resolutions to system and equipment failures.		
	B1. Monitor the network for acceptable performance and availability to the end users.	2	N
	B2. Mobilize Applications Development, Technical Support, and Data Center personnel to resolve problems identified during user contact or network monitoring.	4	N
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	B4. Provide written detailed, accurate descriptions of network problems for follow-up correction by technical and applications development personnel.	4	N
	B5. Contact hardware and network communications vendors to order service to correctidentified problems.	3	N
	B6. Contact end users during system failures and explain in appropriate terms the reasons for network failure and give estimates of expected down time.	3	N
	B7. Develop and maintain automated records of pertinent user facts for instant reference (e.g., names, telephone numbers data circuit numbers, equipment inventory, vendor names and telephone numbers).	2	N
15%	C. Control of operating systems (DPCX) on the IBM 8100 distributed processors.		
	C1. Assist with installation of new releases of the DPCX operating system on processors located in 1 W. Wilson.	4	N
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	C3. Distribute releases or modifications to remote processor operators and assist them in the installation.		
	C4. Thru Host Command Facility update remote processor run parameters for the addition of terminals or changes in operating procedures.	3	N
15%	D. Development of training materials to assist end users in learning to use network equipment and systems.		
	D1. Prepare and maintain the control operator system operation manual.	3	Y
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	D3. Provide daily on-going telephone and message system communication with users onoperating procedures and system usage.	2	N
	D4. Assist users in interpreting system messages and error codes to facilitate a smooth running network for the user.	4	N
	D5. Provide initial and follow-up training of users on the various types of computer equipment and systems available at the user locations.	3	N

TIME %	GOALS AND WORKER ACTIVITIES	TR1	TR2
15%	E. Review system enhancements and transmit modifications to the remote processors.		
	E1. Consult with Applications Development personnel in the design of system enhancements and modifications based upon county input, monitoring, and human factors in screen and report design.	3	N
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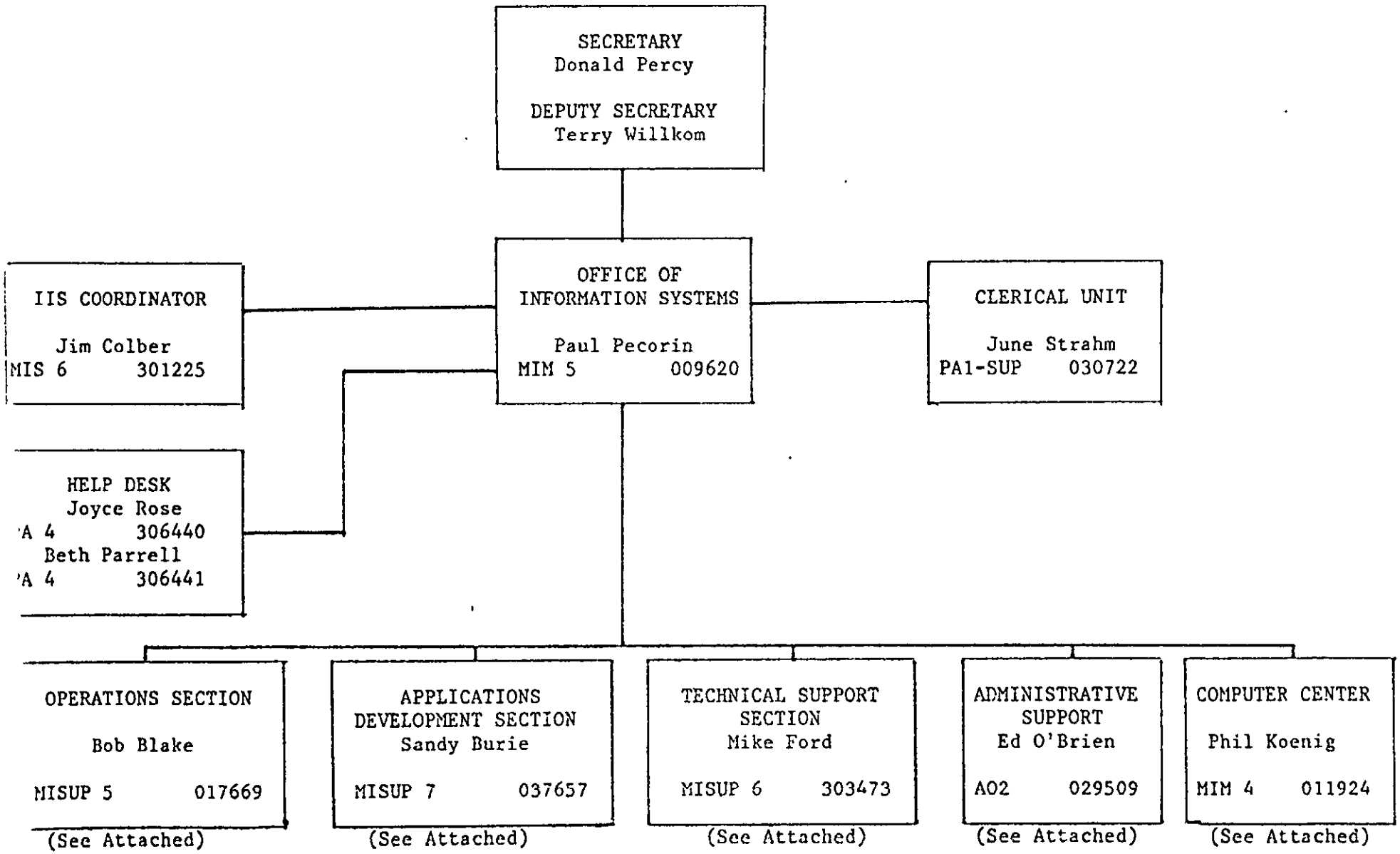
	E3. Transmit operating system modifications, data set and program changes, and reports to the remote processors.	3	N
	E4. Maintain communication with Applications Development, Technical Support, and user Division personnel to be aware of new or upcoming changes in the network or system.	3	N

KNOWLEDGES:	KR1	KR2
1. Strong written and verbal communication skills	3	Y
2. Thorough familiarization with the operation of the H&SS Network and its hardware and software components.	4	Y
3. Thorough familiarization with CRN, Energy Assistance, SSIS, IIS, and Message Systems.	2	Y
4. Thorough familiarization with the operation of county Social Service departments.	2	Y
5. Ability to follow a logical pattern of analysis in the problem determination process.	4	Y
6. Ability to effectively coordinate the interests of the many groups involved in the support, operation, and use of the DHSS Network.	3	Y

DEPARTMENT OF HEALTH AND SOCIAL SERIVCES — MARCH 1981

OFFICE OF INFORMATION SYSTEMS