STATE OF WISCONSIN   PERSONNEL COMMISSION

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RONALD MARTIN,                 *
                               *
              Appellant,       *
                               *
v.                             *
                               *              DECISION
President, UNIVERSITY OF        *               AND
WISCONSIN SYSTEM (Stout) and   *               ORDER
Secretary, DEPARTMENT OF        *
EMPLOYMENT RELATIONS.          *
                               *
              Respondents.     *
                               *
Case No.  85-0092-PC           *
                               *
* * * * * * * * * * * * * * * *
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NATURE OF THE CASE

This is an appeal pursuant to §230.44(1)(b), Stats., of a classification decision involving the reclassification of appellant's position from Data Processing Operations Technician 3 (DPOT 3) rather than to Management Information Specialist 5 (MIS 5).

FINDINGS OF FACT

1.   At all relevant times the appellant has been employed at UW-Stout in the classified civil service in the academic computing center.

2.   The appellant's position was classified as a Computer Operator 1 in 1976. In 1978, it was reclassified to Data Processing Operations Technician (DPOT 2) (Pay Range 06-10), and in 1979 it was reallocated to Data Processing Operations Technician 3 (DPOT 3) (Pay Range 06-11).

3.   Since 1979, the academic computer center has grown from a single computer system (Digital PDP 11/70) to two computer systems (Digitals PDP 11/70 and VAX 11/780), plus an NC5 7001 optical scanner and

a Micom Port Selector, both of which are programmable. There are 114

terminals which feed into the port selector.

4.   The appellant's current position description dated June 7, 1984

(Respondent's Exhibit 2) contains the following "POSITION SUMMARY":

> Responsible for the day to day general operation of the Academic
> Computer Center, including supervising the safe operation of all
> equipment. Maintain inventories of supplies for the center;
> inform the Center Director of current budget status; provides
> plotting services to users; maintains local terminals for users
> in the computer center; provides printing of large and complex
> jobs and local line printers; provides tours of facilities to
> guests of the university."

5.   While the aforesaid summary is accurate as far as it goes, the

appellant's position is also responsible for some systems analysis and

system programming support in the form of consulting services and the

development of data processing support systems. There is also some

computer operating and monitoring, and supervision of student limited term

employes (LTE's). The position operates under general supervision.

6.   The appellant's position performs to some extent all of the tasks

identified by Appellant's Exhibit 2, a position description for a systems

programmer position within the Bureau of Systems and Data Processing,

Division of Business Management, Department of Transportation (DOT),

classified as MIS 5, except for selecting purchased software.

7..   From a classification standpoint, appellant's position is neither

comparable to the position described in appellant's exhibit 2, nor the

other DOT positions described by appellant's exhibits 1, 3, 4 and 5,

notwithstanding that appellant's position performs some functions which in

a general sense are the same kinds of functions performed by these posi-

tions, because of the much larger and more complex data processing opera-

tions involved, and the more advanced nature of the work performed by these

DOT positions.

8.   The MIS position standard includes the following:

I. INTRODUCTION

A.   Purpose of Position Standard

This position is intended to be used to classify professional
positions engated in the analysis, development, and/or implemen-
tation 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....

* * *

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. In some cases, positions may be called "Technical Support
Specialists" (see definitions under I.F.). However, these
positions are considered to be professional and not technical.
The term "Technical Support Specialist" is used to identify an
area of specialization because it is a term which is common to
the data processing industry and is useful for recruitment and
recognition purposes.

In most instances, positions included in this position standard
will function within an organizational unit of an agency which is
primarily oriented to the analysis and development of management
information systems, and the production of management informa-
tion. However, these positions may be structured in several
different ways. For example, in the area of applications pro-
gramming and systems analysis, the majority of the agencies
utilize the analyst/programmer concept whereby employes receive
assignments which require both application programming and
systems analysis skills and knowledge. Frequently, employes are
assigned the responsibility for a project, performing both the
analysis and programming tasks required. In some agencies,
however, the systems analysis and applications programming
functions are performed by different positions whose primary
responsibilities are for only one of the functional areas. The
same situation may exist in the technical support area where some
agencies have a single position responsible for a number of
different areas such as systems programming, technical analysis

and consultation support while other agencies have positions
which primarily specialize in one of these areas.

* * *

F.   Definitions

The following definitions describe the basic functions of each
position category by area of specialization and each position
type.

1.   Position Categories by Area of Specialization

APPLICATIONS SPECIALIST

This area describes positions which are responsible in varying
capacities, for the production of applications programs. This
may include responsibility for performing the systems analysis
work which sets the critical framework for the programming
activities; for doing the applications programming or more
typically for performing a combination of analysis/programming.

Systems Analyst - responsible for conferring with users to
identify user requirements; assisting users in determining system
requirements; proposing solutions to the problems; preparing and
presenting system approach, conceptual design, resource require-
ments, cost/benefit analysis and overall project schedule to
management for approval; and making written and/or oral presen-
tations to user groups. They may also be responsible for prepar-
ing the detailed system and sub-system design, defining computer
program/procedure specifications; defining administrative proce-
dures; insuring that the system is tested and debugged; oversee-
ing and coordinating the data conversion efforts and the general
system implementation; and training user agency personnel in the
operation of the system.

Applications Programmer - responsible for developing and writing
computer programs; analyzing problems outlined by system analysts
in terms of detailed equipment requirements and capabilities;
designing logic and coding programs according to written require-
ments; preparing test data for trial runs; and verifying program
logic by testing and debugging programs. They may also be
responsible for preparing necessary documentation; evaluating and
modifying existing programs to take into account changes in
system requirements or equipment configurations; and conferring
with systems analysis and systems planning personnel.

* * *

TECHNICAL SUPPORT SPECIALIST

The technical support specialist is responsible for planning,
designing, implementing, testing, maintaining, and consulting in
the use of a computer system. Such a system will be comprised of

a combination of computer hardware, communications hardware, and general purpose software (support software) such as: operating systems, data base managers, data communications managers, data dictionaries, and report writers and will be customized by the technical support specialist to fit a specific installation's needs. Three basic types of specialist positions are currently utilized:

Technical Consultant – responsible for providing a continuing program of consulting support to other Management Information Specialists and in some cases, to the end applications users, to insure proper, efficient, and reliable use of the computing system. This includes providing direct support in the applications systems design process from a conceptual design and requirements perspective and in a review and approval role. These positions will also be responsible for producing a hardware and support software plan for the computer system service; establishing broad standards to insure applications compatibility to the overall system and providing general direction and control to the technicl analysts and programmers during their implementation activities.

In order to perform these functions, the technical consultant must have a significant knowledge of present data processing technology and a good insight concerning future trends in the data processing marketplace and technology. They also must have a good understanding of the basic needs and requirements of user applications served by data processing.

* * *

OFFICE SYSTEMS SPECIALIST – responsible for analyzing existing systems and making recommendations for improvements by standardization, simplification, automation, elimination, etc.; designing new office systems by determining information needed and best method of getting information, storing it and accessing it; conducting studies of new and existing systems and making recommendations concerning procedures, filing systems, office equipment, policies, forms, etc.; and implementing new systems and procedures in various departmental units and instructing personnel regarding them. They may also be responsible for recommending the installation of office equipment and business machines best suited for the work to be performed; reviewing the functions and structures of organization units to avoid overlapping or duplication/ reviewing personnel change recommendations to determine their affect upon established organizational structures and job functions; conducting cost benefit analysis to determine best alternatives; and conducting or consulting in post-systems implementation audits.

These positions appear to be logically placed within the Management Information Specialist series because in many respects they perform tasks which are similar to those performed by systems analysts such as conducting feasibility studies, preparing cost

estimates and "selling" recommended systems changes to management. Like their data processing counterparts, the main responsibilities of these positions relate to the flow and delivery of management information. The distintion is that office systems analysts work with methods, systems and procedures where the primary skill area is office systems rather than data processing systems.

Currently, as noted earlier, the use of Office Systems Specialists varies from agency to agency. Certain agencies, such as the Departments of Industry, Labor and Human Relations and Transportation have specific organization units devoted solely to office systems analysis of varying complexity levels. Other departments may have a position(s) performing office systems specialist functions in addition to performing other kinds of functions. (These positions may appropriately be identified in this series if the preponderance of the position duties are of an office systems specialist nature.) The positions may be located within the Systems and Data Processing Bureau or in other organizational units depending upon the particular agency.

* * *

ACADEMIC CONSULTANT - responsible for providing a wide variety of consultative services to students, faculty members and staff who require special academic computing services. These services may typically involve academic programming, software and/or hardware.

* * *

MANAGEMENT INFORMATION SPECIALIST 5 and
MANAGEMENT INFORMATION SPECIALIST 5 - CONFIDENTIAL   (PR 1-15)

This is either an objective, advanced, project leader or leadwork level depending on the following areas of specialization:

* * *

Technical Support Specialist - Positions are allocated to this class as an objective (full performance) level and are responsible for performing complex technical support functions. Objectives, priorities and deadlines are normally established by a leadworker or supervisor, who also reviews the work for technical soundness and conformance to objectives and priorities. Some assignments may be project in nature, but typically they will not involve the ongoing coordination of the work of other technical support specialists. However, positions at this level may occasionally be involved in guiding or training lower-level staff.

9.   The position standard for Data Processing Operations Technician includes the following:

I. INTRODUCTION

A. Purpose of Position Standard

This Position Standard is intended to be used to classify techni-
cal positions engaged in coordinating and leading all activities
of a computer operation shift or shifts. Because of the variety
of ways in which positions identified by this Position Standard
could be structured, it 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.

B. Inclusions

Three types of positions are allocated to this series. They
include: (1) shift lead workers, (2) computer operations lead
workers, and (3) operations technicians. 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.

C. Exclusions

This Position Standard excludes the following types of positions:

1. All supervisory and managerial positions.
2. Positions which perform management information work or a
    professional nature such as applications development,
    technical support, or office systems analysis.
3. Positions that perform operations technician functions but
    where such functions are incidental to the position's
    primary responsibilities and/or are not performed a majority
    of the time.
4. All other positions which are more appropriately identified
    by other class series.

* * *

E. Definitions

1. Shift Lead Worker - These positions will be responsible for
    leading all computer operations activities during an as-
    signed shift; planning and scheduling the activities of all
    operations personnel assigned to the shift; reviewing,
    coordinating work with individuals outside the computer
    operations section to meet required deadlines; analyzing
    proposed new hardware and software to determine their impact
    on shift operations; consulting with users, Management
    Information Specialists, and other personnel to promote the

effective and efficient use of the computer system; resolving unusually complex hardware and software problems, taking corrective action where possible; assisting service representatives and management in the installation and testing of new hardware and software. Shift lead workers allocated to this series may be assigned functions identified in the class specifications for the Computer Operator series but will not spend a majority of their time in the performance of these functions. Work is typically performed under the supervision of a Computer Operations Supervisor.

2. Computer Operations Lead Worker - These positions will be responsible for all the functions of the Shift Lead Worker. However, the Computer Operations Lead Worker will be responsible for all computer operations activities on all shifts. Because these positions are responsible for all computer operations activities and typically function under the supervision of the production supervisor who is assigned a wide variety of functions in addition to computer operations, the Computer Operations Lead Worker is assumed to play a more significant role in overall data processing planning and policy making than the Shift Lead Worker.

3. 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.

* * *

Data Processing Operations Technician 3 (PR6-12)

Positions allocated to this class will typically function as the lead worker of a full operating shift in a computer operation containing a large computer system which characteristically involves applications of wide scope and complexity, a large number of users which may be both administrative and academic in nature, extensive interaction with a large teleprocessing network with numerous terminals and complex applications; and possible interaction with a complex data base system. The work is

differentiated from that found at the lower levels based on a
greater scope and complexity of the work and processing activ-
ities due to increased computer capabilities.

10.   The class specifications for Computer Operator 3 contain the

following:

Class Description

Definition:

This is either lead or objective level work in the operation of a
computer. Leadwork positions are responsible for assigning,
reviewing, and coordinating the work of all staff on a shift
engaged in the operation of a small or medium-size computer and
its peripheral equipment such as might be found on a University
of Wisconsin System campus. Applications processed by its lead
operator and other operators are varied and numerous. Higher-
level Data Processing Operations Technicians or Management
Information Supervisors are normally not available for consulta-
tion or to resolve unusually complex problems.

Positions allocated to this class as an objective level are
responsible for monitoring, operating and responding to the
master control, data base, and/or teleprocessing consoles of one
of the State's largest and most complex computers such as is
currently found in a Regional Computing Center or comparable
operation. Teleprocessing console operations involve a highly
complex teleprocessing network which includes a large number of
terminals and a wide variety of on-line and real-time applica-
tions. Because of the system's size and complexity, the operator
will play a critical role in balancing responses and in insuring
that all operating requirements are being met on the applications
being processed. Note: Typically, the console functions should
be performed by the position a majority of the time. However, if
the position is responsible for the overall operation of such a
computer and its peripheral equipment on a shift, the time spent
by the position on actual console-related functions may not
necessarily be in the majority.

Work at this level is performed under general supervision.

Other types of computer operator positions may be allocated to
this level when the assigned functions are comparable to func-
tions assigned positions specifically identified by this defini-
tion in terms of consequence of error, scope, complexity and
level of supervision received.

Examples of Work Performed:

Objective Level Positions

Starts up and/or shuts down computer and peripheral equipment.

Executes jobs from input queue to obtain maximum utilization of the computer, peripheral equipment and teleprocessing network within the constraints of existing schedules and priorities.

Sets up and runs production jobs.

Monitors job runs and responds to console messages.

Monitors computer and communications lines to insure proper operation.

Monitors master control console, teleprocessing, and/or data base consoles to distinguish between computer, hardware, software or application failures and contacts proper service personnel.

Performs necessary recovery procedures when system fails.

Instructs users on proper corrective action to eliminate specific problems.

Switches peripheral equipment between computers as required for job processing.

Modifies or corrects noticeable job control language errors to allow processing to continue.

Trains new or junior operators in console operations.

Controls use of teleprocessing network and disk files.

Consults with users to increase efficient use of the machine.

May maintain a variety of logs/reports.

May direct activities of peripheral equipment operators.

May clean, service, and perform preventative maintenance on a limited basis on CPU and peripheral equipment as required.

May monitor and operate peripheral equipment.

Leadwork Positions

Leads the work of subordinate level computer and peripheral equipment operators.

Performs or directs the performance of work described under the heading "Objective Level Positions".

May perform, less than a majority of the time, functions described in the position standard for the Data Processing Operations Technician series.

11. The appellant submitted a request for reclassification of his position in July 1984. The UW-Stout personnel manager, Pamela Thornburg, recommended reclassification from DPOT 2 to DPOT 3, and this was approved by UW-System personnel with an effective date of July 22, 1984. This appeal was filed with this Commission on May 31, 1985.

12. The appellant's position is more appropriately described as DPOT 3 than as MIS 5.

CONCLUSIONS OF LAW

1.   This matter is properly before the Commission pursuant to §230.44(1)(b), Stats.

2.   The appellant has the burden of proof.

3.   The appellant has not discharged his burden of proof.

4.   The respondent's decision to reclassify appellant's position from DPOT 2 to DPOT 3 instead of MIS 5 was not incorrect.

OPINION

The record demonstrates that since the appellant's position was reallocated to DPOT 2 in 1979, the Academic Computing Center has acquired new, more advanced equipment, and that the appellant's position has become more advanced and complex since then. The appellant's contention that these changes warrant reclassification to MIS 5 rests in large part on a comparison to five MIS 5 positions within the Bureau of Systems and Data Processing in DOT.

The appellant's case emphasized that, due in part to the small size of the Academic Computing Center staff, he performed a wide variety of functions, some of which were identified at the MIS 5 level -- e.g., systems analysis. However, because two positions perform a function, like systems analysis, does not mean they should be at the same classification level. It is vitally important to consider the context in, and the level of complexity at which the work is performed.

Mr. Cimino, the respondent's expert witness, provided uncontested testimony that the appellant worked in a small to medium-sized computing center, while the five DOT positions functioned in the context of the Hill Farms regional computing center, the largest computing center involving the

state civil service, which does all the data processing for 8 state
agencies.

Certainly the size of this operation impacts on the levels of complex-
ity and responsibilities of these positions. In operation such as the
academic computing center, which, although relatively small, still has a
complete data processing system, it is perhaps not surprising in light of
the small staff that the appellant is called on to do some systems analysis
and programming, just as he is called on to do some computer operating and
monitoring. However, this work simply is not comparable to the five DOT
positions.[1]

The difference for classification purposes of the size of the orga-
nizations in which functions are performed has frequently been recognized.
See, for example, Dvorak v. DP, Wis. Pers. Commn. No. 79-PC-CS-198, pp.
8-9:

> With respect to the Administrative Assistant 3 and Administrative
> 3 - Confidential classifications, the appellant sought to compare
> her position to two positions so classified. While these posi-
> tions performed some of the same functions, they did so in much
> larger units, with commensurately greater scope of responsibility
> and impact. Such quantitative factors are a recognized factor in
> the classification process. See Skibba v. DP, 79-242-PC
> (7/28/80). Managing a fleet of two vehicles is not the same as
> managing a fleet of 45 vehicles.

In the opinion of the Commission, this position is more appropriately
classified as DPOT 3 than as MIS 5. The former, while not an exact
description, does describe many of the actual duties and gives some
recognition to their variety, as stressed by the appellant. See, e.g.,
DPOT Position Standard, Definitions, Shift Lead Worker:

> ... analyzing proposed new hardware and software to determine
> their impact on shift operations; consulting with users, Manage-
> ment Information Specialists, and other personnel to promote the
> effective and efficient use of the computer system;

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[1] The appellant in fact gives some recognition to this point in his brief
where he states: "... we at Stout have the same problems, the same

resolving unusually complex hardware and software problems,
taking corrective action where possible; assisting service
representatives and management in the installation and testing of
new hardware and software....

Further, while again not exactly parallel, the appellant's position

matches more closely the DPOT 3 positions at UW-Whitewater (Respondent's

Exhibit 5), the first shift lead worker at the computer center, and at

UW-River Falls (Respondent's Exhibit 6), the lead worker for the UW-River

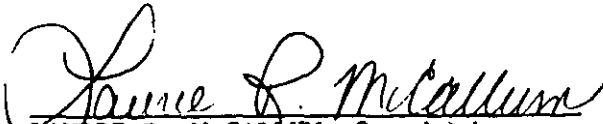Falls Computer Center, than it does the DOT MIS 5 positions.

ORDER

The respondent's action reclassifying appellant's position from DPOT 2

to DPOT 3 rather than MIS 5 is affirmed and this appeal is dismissed.

Dated: _____,198$6$ STATE PERSONNEL COMMISSION

DENNIS P. McGILLIGAN, Chairperson

AJT:jmf
SHG/1

DONALD R. MURPHY, Commissioner

LAURIE R. McCALLUM, Commissioner

Parties:

Ronald Martin	Katharine C. Lyall	Howard Fuller
Computer Center	UW, Acting President	Secretary, DER
UW-Stout	1700 Van Hise Hall	P. O. Box 7855
Menomonie, WI 54751	1220 Linden Drive	Madison, WI 53707
	Madison, WI 53706	