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 *
 DAVID LEE, *
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 Appellant, *
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 v. *
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 Administrator, DIVISION OF *
 PERSONNEL, *
 *
 Respondent. *
 *
 Case No. 79-371-PC *
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 * * * * *

OFFICIAL

DECISION
AND
ORDER

NATURE OF THE CASE

This is an appeal pursuant to s.230.44(1)(a), Wis. Stats., of the reallocation of the appellant's position from Computer Operator 3 to Computer Operator 3.

FINDINGS OF FACT

1. The appellant at all times relevant has been employed by the University of Wisconsin-Eau Claire Computer Center.
2. This position was reallocated as part of a statewide data processing survey by respondent from Computer Operator 3 (PR 6-10) to Computer Operator 3 (PR 6-10).
3. The respondent, following an audit, denied the request of appellant that his position be reallocated to Data Processing Operations Technician 1, 2, or 3, (Pay Ranges 6-10, 6-11, or 6-12).
4. At the time of the reallocation, appellant worked the second shift, 12:30 to 8:30 p.m., at the computer center. During the last four hours of his shift, he was in charge of the computer operations, supervising a part-time student operator part of the time.
5. Appellant has been employed by the University of Wisconsin-Eau Claire since 1972 as a computer operator after serving four years in the Air Force

where he attended a computer operator school.

6. Appellant works under Larry Collison, Operations Manager, and works under his direct supervision for half of his shift.

7. The University of Wisconsin-Eau Claire, with about 10,600 students, is slightly larger than the University of Wisconsin-Oshkosh and UW-Whitewater, making it the largest unit in the UW System outside of Madison and Milwaukee.

8. In denying appellant's reallocation appeal, respondent relied on information contained in Position Standards for the Computer Operator and Data Processing Operations Technician series. The relevant position of these standards are attached. (See Attachment 1.)

CONCLUSIONS OF LAW

1. This matter is appropriately before the Commission pursuant to s.230.44(1)(a), Wis. Stats.

2. The appellant has the burden of proving that the respondent's reallocation of appellant's position from Computer Operator 3 to Computer Operator 3 (PR 6-10) was not correct.

3. The appellant failed to sustain that burden.

4. The respondent's denial of the request by appellant for reallocating his position to Data Processing Operator Technician 1, 2, or 3 (Pay range 6-10, 6-11, or 6-12) was correct.

OPINION

Respondent denied appellant's reallocation appeal because it found, as the result of an audit, that "neither the scope nor complexity of the second shift operation, nor the specific duties assigned to his position indicate that the Data Processing Operations Technician series is appropriate. The position is basically and primarily a computer operator and the majority of the administrative functions normally performed by a Data Processing Operations Technician are either not performed because of the nature of the operation, or are performed by the Operator Manager." See Respondent's Exhibit 1.

Respondent offered as evidence position descriptions for two Computer Operator 3's at the University of Wisconsin-Stevens Point, (see Respondent's Exhibits 10 & 11) and for two Computer Operator 3's at the University of Wisconsin-Oshkosh, (see Respondent's Exhibits 12 & 13), who perform very similar duties as appellant does on a computer shift operation. Despite contending that appellant does not function as a "lead worker" respondent agreed he should be classified as a Computer Operator 3 anyway because of the additional responsibilities he performed while working without direct supervision during half of his shift.

Appellant argued that he was a "lead worker" because he was in charge of the second shift and assigned work for the third shift operations. He also argued that he performed administrative work because he keeps logs and record books, a tape library, and other computer records, although he admitted that he spent a majority of his time operating the computer.

This argument fails to be convincing when you consider the fact that appellant worked under the direct supervision of Mr. Collison for half of his shift and only supervised a part-time student. His administrative functions

appear to be normal routine activities associated with the operation of a computer.

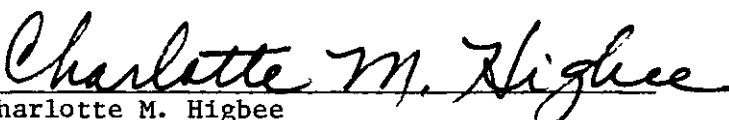
It also should be pointed out that the position standards for the Data Processing Operations Technician series specify that persons in these positions do not normally spend a majority of their time operating a computer. Therefore, the duties and responsibilities of appellant better fit within the position standard of the Computer Operator series.

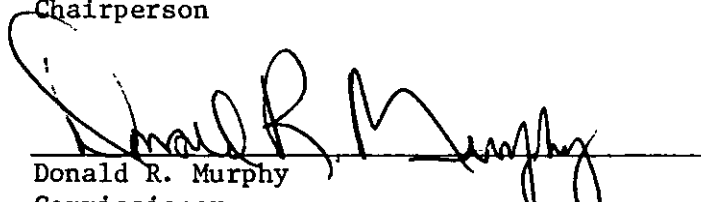
ORDER

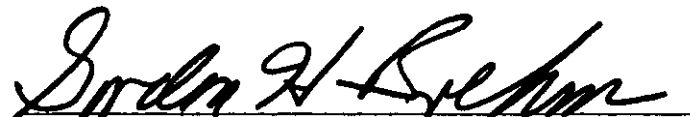
The respondent's action in reallocating appellant from Computer Operator 3 to Computer Operator 3 is affirmed and this appeal is dismissed.

Dated Nov. 24, 1980

STATE PERSONNEL COMMISSION


Charlotte M. Higbee
Chairperson


Donald R. Murphy
Commissioner


Gordon H. Brehm
Commissioner

GHB:mgd

Parties:

Mr. David J. Lee
3525 Mayo Court
Eau Claire, WI 54701

Mr. Charles Grapentine
Administrator, DP
149 E. Wilson St.
Madison, WI 53702

Class DescriptionDefinition:

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 consultation 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 applications. 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 functions assigned positions specifically identified by this definition 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.

Qualifications

The qualifications required for this classification level will be determined on a position-by-position basis at the time of recruitment. Such determinations will be made based on an analysis of the objectives and tasks performed and by an identification of the education, training, work or other life experience which would provide reasonable assurance that the skills required to perform the tasks and the knowledge required upon appointment have been acquired.

See Respondent's Exhibit 6.

Data Processing Operations Technician

Position Standard

I. INTRODUCTION

A. Purpose of Position Standard

This Position Standard is intended to be used to classify technical, 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 of 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.

D. Entrance and Progression Through the Series

Entrance into this series will normally be by competitive means. Reclassification of positions to higher levels within these series will be permitted when it can be shown that the changes in duties and responsibilities which justify the higher class level have been a logical, gradual, and natural outgrowth of the position's original duties and responsibilities. Positions which change as a result of a sudden change in duties and/or the addition of unrelated duties and responsibilities must be filled by competition.

E. Definitions

1. Shift Lead Worker - These positions will be responsible for leading all computer operations activities during an assigned shift; planning and scheduling the activities of all operations personnel assigned to the shift; reviewing, recommending, determining, and enforcing operating procedures; 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.

F. Classification Factors

Because of the relatively wide variety of management information programs and activities and the range and scope of the duties and responsibilities which may be assigned, every combination of duties and responsibilities cannot be addressed within the specific allocations portion of this Standard. As such, when allocating a position to a classification level

within this series, the same classification factors which were used to establish the classification levels in this Standard should be used to compare the position to positions which have already been allocated to or specifically identified at a certain classification level. These general classification factors are:

1. Responsibility/Accountability - relates to the latitude to select alternatives and assign work and priorities; and the finality of the decisions made. Some specific questions to consider are:
 - a. the organizational level of the position;
 - b. the nature and type of supervision received;
 - c. the nature and type of direction given to subordinate staff and the size of such staff;
 - d. the availability of other non-subordinate staff whose authority it is to make the most difficult and unprecedented program or technical decisions or interpretations;
 - e. the degree of impact decisions and work efforts have on end results; and
 - f. the consequence of error.
2. Scope/Complexity - relates to the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; the difficulty and originality involved in performing the work; and the effect of the work product or service both within and outside the organization.
3. Miscellaneous Factors
 - a. the accumulated specific (technical, professional, managerial, etc.) and general (program) knowledge necessary to perform the work satisfactorily; and
 - b. the nature and level of internal and external coordination and communication required to accomplish objectives.

II. CLASS DESCRIPTIONS

The following descriptions are designed to provide basic guidelines for the allocation of both present and future positions, as well as to serve as a basis for comparisons with positions in other class series.

Data Processing Operations Technician 1 (PR6-10)

Positions allocated to this class will typically function in either of the following capacities: 1) as the lead worker of a full operating shift in a computer operation containing a small computer system which has limited capabilities and is characterized as typically involving a small number of primarily non-complex applications processed in a limited multiprocessing environment; a small number of users and no teleprocessing network; or 2)

as the lead worker of a shift in an operation where the computer system may be more complex but where the operational activities on a particular shift, such as the weekend shift, are of a relatively limited scope and complex in comparison to those of other shifts.

Data Processing Operations Technician 2 (PR6-11)

Positions allocated to this class will typically function as the lead worker of a full operating shift in a computer operation containing a medium computer system such as might be found on a University of Wisconsin System campus. Such a system will characteristically involve a variety of complex applications processed in a multiprocessing mode, a variety of administrative or academic users, and either no teleprocessing or a teleprocessing network involving a small number of terminals and non-complex applications.

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 activities due to increased computer capabilities.

Data Processing Operations Technician 4 (PR6-13)

Positions allocated to this class will typically function as the lead worker of a full operating shift within a computer operation containing a major computer system such as is currently found in a Regional Computing Center. Such a system will characteristically process a very large number of very complex applications of considerable scope; provide service to a very large number of multi-agency users; and involve extensive interaction with the largest teleprocessing networks and most complex data base systems found in State service. The shift leader's responsibilities include those typically found at the lower levels but with greater scope and complexity and also involve extensive coordination and interaction with user agencies not normally found at lower levels.

III. QUALIFICATIONS

The qualifications required for these classification levels will be determined on a position-by-position basis at the time of recruitment. Such determinations will be made based on an analysis of the objectives and tasks performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the skills required to perform the tasks and the knowledge required upon appointment have been acquired.