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 *
 DOROTHY H. WHITMORE *
 *
 Appellant, *
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 v. *
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 Administrator, DIVISION OF *
 PERSONNEL *
 *
 Respondent. *
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 Case Nos. 82-10, 188-PC *
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 * * * * *

DECISION
 AND
 ORDER

NATURE OF THE CASE

These are consolidated appeals, pursuant to §230.44(1)(a), Stats., of the denial of a request for reclassification of appellant's position from Management Information Specialist 1 (MIS-1) (PR1-11) to Management Information Specialist 2 (MIS-2) (PR1-12), and of the reallocation of appellant's position from MIS-1 (PR1-11) to Data Processing Operations Technician 2 (DPOT-2) (PR6-11).

FINDINGS OF FACT

1. The appellant at all relevant times has occupied a position in the classified civil service with the working title of Teleprocessing Help Desk Specialist, Computer Systems Support Section, Bureau of Systems and Data Processing, Administrative and Management Services Division, Department of Industry, Labor and Human Relations (DILHR).

2. The duties and responsibilities of this position may be summarized as follows, see Appellant's Exhibit D:

- 35% A. Formulation and enforcement of a centralized network control help desk function to maintain problem network operations.

- A1. Establish, implement and maintain a network control help desk to control the daily operations of the data communications network.
 - A2. Perform as the primary end-user interface to aid clients with information regarding problems related to the data communications network.
 - A3. Act as the single reference point for assistance to all state terminal users.
 - A4. Analyze problems by requesting appropriate information of terminal operators.
 - A5. Determine whether terminals are improperly utilizing the system or equipment and advise users of corrective measures to be taken.
 - A6. Enforce security measures to insure the integrity of network data, software and hardware.
 - A7. Insure the network documentation is current and reflective of actual configuration and operation.
 - A8. Assist the problem and change coordinator in the coordination of the installation, removal and rearrangement of network equipment.
 - A9. Assist the data communications leadworker and problem and change coordinator through further analysis of network/system problems.
 - A10. Monitor network communications and determine whether system problems exist and involve appropriate personnel as necessary.
- 15% B. Formulation of problem management procedures to insure maximum data communication system availability.
- B1. Apply data communications techniques in order to manage teleprocessing problems.
 - B2. Maintain continuity of problems from their receipt through final resolution.
 - B3. Maintain records of all network problems and resolutions.
 - B4. Study and recommend improvements and changes in the areas of personnel and non-personnel resources to prevent future problems.
 - B5. Contact DILHR resources/vendors that are authorized to respond to problem situations.
- 35% C. Insure a high level of client satisfaction with the network.
- C1. Serve as the prime contact for clients on questions regarding the network.
 - C2. Be knowledgeable of all aspects of the network and their impact on the end user.
 - C3. Understand client priorities and concerns and communicate them to data processing personnel.
 - C4. Act as liaison between users/programmers and vendors to report and resolve vendor problems.

- 10% D. Formulation and enforcement of information system procedures.
 - D1. Aid in implementation of information systems software.
 - D2. Monitor test input for completeness and correctness.
 - D3. Assist problem and change coordinator with full use of information systems.

- 5% E. Interchange information beneficial to DILHR Data Processing program.
 - E1. Attend appropriate training courses, conferences, and seminars to maintain a high level of technical knowledge concerning data processing software.
 - E2. Read technical publications to maintain a high level of technical knowledge concerning data processing software.
 - E3. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.

3. The appellant's position is quite similar to two other "help desk" positions within the Department of Health and Social Services, classified as DPOT-2, and with the following position summaries on their position descriptions:

- a. 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.
(Respondent's Exhibit 7)

- b. 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.
(Respondent's Exhibit 8)

4. The DPOT position standard, Respondent's Exhibit 5, includes in part the following:

- I. B. Inclusions... Position incumbents are primarily responsible for planning, coordinating, monitoring, and evaluating computer operation activities but may also spend a

small portion of their time in the actual operation of the computer.

* * *

- F. Classification Factors. Because of the relatively wide variety of management information programs and activities and the range of the duties and responsibilities which may be assigned, every combination of duties and responsibilities cannot be addressed within the specific allocations position of this standard.

* * *

II. CLASS DESCRIPTIONS

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 wide scope and complexity, a large number of uses 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.

5. The MIS Position Standard, Respondent's Exhibit 6, contains 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.

* * *

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.

* * *

C. Exclusions

* * *

2. Positions which perform management information work but are involved primarily with machine operations, data control and other technical functions as identified in the Management Information Technician, Data Processing Operations Technician, Computer Operator or Peripheral Equipment Operator classification series....

* * *

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 appellant's position does not have "professional" duties and responsibilities, as that term is used in §111.81(11)(a), Wis. Stats., and does 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, Appellant's Exhibit A.

7. The respondent on January 6, 1982, denied a request for reclassification of appellant's position from MIS-1 (PR1-11) to MIS-2 (PR1-12). Subsequently, on August 16, 1982, the respondent reallocated the appellant's position to DPOT-2 (PR6-11).

8. The appellant's position is best described by the DPOT position standard at the DPOT-2 level, and it is most appropriately classified as a DPOT-2.

CONCLUSIONS OF LAW

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

2. The appellant has the burden of proof.

3. The appellant has not sustained her burden of proof.

4. The respondent's decisions denying reclassification of the appellant's position from MIS-1 to MIS-2, and reallocating the appellant's position 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....

The appellant's help desk position functions are primarily concerned with technical, hardware, and operational matters. It is not involved in systems analysis, programming, or related activities covered by the MIS position standard. This position does not qualify as a "Customer Support Specialist" as described in the MIS position standard. The language in that definition is very broad and obviously must be read in conjunction with the requirements set forth in the "Inclusions" section and the definition of professional set forth in §111.81(11)(a), Stats.

ORDER

The decisions of the respondent denying reclassification of appellant's position from MIS-1 to MIS-2, and reallocating the appellant's position from MIS-1 to DPOT-2, are sustained and this appeal is dismissed.

Dated: March 31, 1983 STATE PERSONNEL COMMISSION


DONALD R. MURPHY, Chairperson

AJT:jmf


LAURIE R. McCALLUM, Commissioner

James W. Phillips, Commissioner,
did not participate in this decision
on this matter.

Parties:

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