



**STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT**

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM
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August 26, 2015

TO: Connie Goff, PHR
Rules and Appeals Program Manager

FROM: Meredith Huff, SPHR, MPA
Director's Review Program Investigator

SUBJECT: Daniel Mann v. Washington State Patrol (WSP)
Allocation Review Request ALLO-14-118

DIRECTOR'S DETERMINATION

This position review was based on the work performed for the six-month period prior to October 6, 2014, the date the Position Review Request was received by the WSP's Human Resources (HR). As the Director's Review Investigator, I carefully considered the documentation submitted. Based on my review and analysis of Daniel Mann's assigned duties and responsibilities, I conclude his position is correctly allocated to the class of Information Technology Specialist 3.

BACKGROUND

On October 6, 2014, the WSP HR Division received Mr. Mann's Position Review Request. Mr. Mann works as an Information Technology Specialist 3 at WSP. (Exhibit B-2)

On October 16, 2014, the WSP Human Resources received the Supervisor's Portion of the Position Review Request for Mr. Mann's position. It was signed by direct supervisor, Mike Marcott, and second-level supervisor, Melissa Chambers, on October 10, 2014.

By e-mail dated November 25, 2014, Ms. Melodie Wulfekuhle, WSP Human Resource Division, notified Mr. Mann that his position was correctly allocated as Information Technology Specialist 3. (Exhibit B-1)

On December 22, 2014, the State HR Director's Review Program received Mr. Mann's Request for a Director's Review. Mr. Mann indicated that he felt his position should be reallocated to Information Technology Specialist 4 classification. (Exhibit A-1)

On March 18, 2015, Mr. Mann requested a written review. An interview was not conducted.

POSITION REVIEW REQUEST (PRR) (Exhibits B-7, B-9 and A-7)

Position Responsibilities

Mr. Mann's Position Purpose states:

"To support FOB troopers and sergeants with computer and COBAN camera issues. Additionally support video coordinators with the back office side of the video camera system. Provide computer maintenance to the above and office staff as needed."

Mr. Mann described his duties and responsibilities on the PRR as follows:

95% of time: Provide computer maintenance for FOB troopers, sergeants, video coordinators and WSP staff.

- Troubleshoot and analyze computer (software, hardware, network) problems and complete repairs
- Installation of new or replacement equipment
- Provide training on use of equipment and software
- Consulting with user on requirements of what equipment and software are needed for a particular computing task.
- Data recovery
- Document work performed to include but not limited to correspondence, costs, agency impacts and security concerns.
- Coordinate and schedule the deployment of new computers and/or upgrades to current computer systems.
- Implement changes to streamline efficiency of work such as developing scripts or batch files for deployment of software.
- Ensures complete and accurate WSP technology asset inventory is maintained.

5% of time: Respond to public disclosure requests.

Mr. Mann is not assigned lead or supervisory responsibilities.

Mr. Mann states his decision making authority, without consulting his supervisor, includes the following:

- Contacting vendors for solutions to ongoing problems
- Activating air cards used in the laptop computer
- Scheduling of my time
- Coordination with district Lieutenants on the deployment of laptops and upgrades to computers. This can be complex, if dealing with multiple troopers, coordination or arranging the variety of schedules the customer work.
- Develop a plan of action to complete required tasks both expected and unexpected.
- Work remotely without direct supervision.
- Develop new procedures for recurring problems. Depending on the nature of the problem being addressed these can be both difficult and complex. It may take analysis and research before a solution is found and can be placed in a procedure.
- Prioritizing work orders and developing a completion schedule

Mr. Mann's decisions that require approval include:

- Purchases of tools, software, and consumable materials.
- Overnight travel and training.

Mr. Mann indicates he has some responsibility for maintaining fiscal records and has responsibility for controlling or authorizing the expenditure of funds. He states:

"Only marginally, I am responsible for maintaining fiscal records related to laptop computers. This entails forwarding the correct information so proper records can be maintained. I'm allowed to activate and purchase new services for the use of an air card. I do create and track purchasing requests and track invoices. I'm not directly responsible for budgets or paying bills."

Mr. Mann feels the Information Technology Specialist 4 classification better describes his work as he has responsibility to: "Provide technical and professional skills to computer issues related [to] the Washington State patrol employees."

Mr. Mann's position is listed on the Customer Services Unit/ITD organization chart. (Exhibit B-3)

SUMMARY OF SUPERVISOR'S COMMENTS (Exhibit B-9)

Mr. Marcott, supervisor, indicated that he agrees with Mr. Mann's description of position purpose, work activities, and decision making authority. Mr. Marcott indicated that Mr. Mann works under general direction. Mr. Marcott disagreed that Mr. Mann has fiscal responsibilities. He wrote, "We have no fiscal responsibility."

Mr. Marcott also noted: "The Tier 2 position for which this request is compared to was elevated to an ITS4 position due to the amount of project work each technician does. Where the MOP technicians go beyond what the Tier 2 position does, technically, we do not do enough project work to equal what Tier 2 techs handle."

In Exhibit B-19, Manager/Supervisor Response to Final Argument, dated April 1, 2015, it is noted in the *Conclusion and Determination* section, in part:

"After assessing the work Mr. Mann stated he performs, ... it was determined that approximately 35% of the time Mr. Mann is working at an IT Specialist 4 level, working as the project lead with COBAN camera issues and doing work that integrates new technology within the WSP. For the remainder of the work tasks, it was determined that Mr. Mann is working at the IT Specialist 3 level approximately 65% of the time... This determination classifies Mr. Mann as working at the IT Specialist 3 level and his job classification should remain at that level." (pg. 1)

SUMMARY OF HUMAN RESOURCE (HR) PERSPECTIVE

During the review process, HR developed a document comparing the duties of the PRR to the ITS3 and ITS4 classifications. (Exhibit B-6)

Following the review of duties, HR found that Mr. Mann's position was properly allocated at the ITS 3 classification. On November 25, 2014, Ms. Melodie Wulfekuhle, notified Mr. Mann that his position review was completed and stated, in part:

“ It is clear that your duties are an important and integral part of the Washington State Patrol's operations. An allocation is not a reflection of the importance of your duties to either the Patrol or the state as a whole, but rather just the correlation of your duties to a particular job classification specification. ...After a careful assessment,...our Allocation Team has determined that your position is appropriately allocated as an ITS3...”
(Exhibit B-1)

BOARD GUIDANCE FOR COMPARISON OF DUTIES TO CLASS SPECIFICATIONS

When comparing the assignment of work and level of responsibility to the available class specifications, the Class Series Concept (if one exists) followed by Definition and Distinguishing Characteristics are primary considerations. While examples of Typical Work identified in a class specification do not form the basis for an allocation, it lends support to the work envisioned within a classification.

The purpose of a position review is to determine which classification best describes the overall duties and responsibilities of a position. A position review is neither a measurement of the volume of work performed, nor an evaluation of the expertise with which that work is performed. A position review is a comparison of the duties and responsibilities of a particular position to the available classification specifications. This review results in a determination of the class that best describes the overall duties and responsibilities of the position. *Liddle-Stamper v. Washington State University*, PAB Case No. 3722-A2 (1994).

COMPARISON OF DUTIES TO INFORMATION TECHNOLOGY SPECIALIST (ITS) CLASSES

Class Series Concept for all IT Specialist classes is found on ITS 1 (479I):

Positions in this category perform professional information technology systems and/or applications support for client applications, databases, computer hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

This category broadly describes positions in one or more information technology disciplines such as: Application Development And Maintenance, Application Testing, Capacity Planning, Business Analysis and/or Process Re-Engineering, Data Base Design And Maintenance, Data Communications, Disaster Recovery/Data Security, Distributed Systems/LAN/WAN/PC, Hardware Management And Support, Network Operations, Production Control, Quality Assurance, IT Project Management, Systems Software, Web Development, or Voice Communications. Positions which perform information technology-related work to accomplish tasks but are non-technical in nature would not be included in this occupational category.

For a position to be allocated to one of the IT Specialist classes, the position's duties and responsibilities must fit within the Class Series Concept shown on the IT Specialist 1 class.

The primary focus of Mr. Mann's position is to support FOB troopers and sergeants by providing technical and professional skills to resolve computer and COBAN camera issues. He provides technical support for the WSP employees' equipment, particularly the computerized equipment in vehicles. Mr. Mann's position fits within the Class Series Concept for the Information Technology Specialist classes. His position should be allocated within this series.

COMPARISON OF DUTIES TO INFORMATION TECHNOLOGY SPECIALIST 4 (479L)

This class does not have a Distinguishing Characteristics section.

Definition

Performs analysis, system design, acquisition, installation, maintenance, programming, project management, quality assurance, troubleshooting, problem resolution, and/or consulting tasks for complex computing system, application, data access/retrieval, multi-functional databases or database management systems, telecommunication, project or operational problems.

As a senior-level specialist in an assigned area of responsibility and/or as a team or project leader, applies advanced technical knowledge and considerable discretion to evaluate and resolve complex tasks such as planning and directing large-scale projects; conducting capacity planning; designing multiple-server systems; directing or facilitating the installation of complex systems, hardware, software, application interfaces, or applications; developing and implementing quality assurance testing and performance monitoring; planning, administering, and coordinating organization-wide information technology training; acting as a liaison on the development of applications; representing institution-wide computing and/or telecommunication standards and philosophy at meetings; or developing security policies and standards.

Incumbents understand the customer's business from the perspective of a senior business person and are conversant in the customer's business language. Projects assigned to this level impact geographical groupings of offices/facilities, and/or regional, divisional or multiple business units with multiple functions. The majority of tasks performed has wide-area impact, integrate new technology, and/or affect how the mission is accomplished.

Mr. Mann's assigned tasks do not reach to the level of "planning and directing large-scale projects; conducting capacity planning; designing multiple-server systems or directing/facilitating the installation of complex systems" as anticipated by the Definition of the ITS 4.

The focus and nature of Mr. Mann's responsibilities are to provide computer maintenance for FOB troopers, sergeants, video coordinators and staff. He troubleshoots and analyzes computer problems, completes repairs and consults on equipment and software needs. He works in the Spokane area where, for the majority of his work time, he uses established work procedures and his assignments are moderate in size and impact.

For example, Mr. Mann performs installation (hardware and software), troubleshooting and technical support for WSP technologies related to Mobile Office Platform (MOP). He resolves

customer technical support issues directly or coordinates the resolution with other technical staff. He helps implement emergency fixes for hardware and software, including software patches. He participates in developing solutions to operational problems that impact MOP customers at WSP. He provides training on use of equipment and software. Mr. Mann also recommends improvements and efficiencies in MOP system configuration and performance. He makes changes to streamline efficiency of work. As necessary, he consults with higher level staff to resolve complex situations and problems.

Mr. Mann's overall assigned responsibilities do not reach to the level of project assignments that impact geographical groupings of offices/facilities and/or regional, divisional, or multiple business units with multiple functions as anticipated by the ITS4 class. Further, the majority of assigned work performed by Mr. Mann does not have a wide-area impact, integrate new technology or affect how the agency mission is accomplished as expected by this classification. Overall, the majority of Mr. Mann's assigned responsibilities are not aligned with and do not fit within the expectations of the Definition of the Information Technology Specialist 4 classification. His position should not be allocated to the ITS 4.

COMPARISON OF DUTIES TO INFORMATION TECHNOLOGY SPECIALIST 3 (479K)

There are no Distinguishing Characteristics.

Definition

In support of information systems and users in an assigned area of responsibility, independently performs consulting, designing, programming, installation, maintenance, quality assurance, troubleshooting and/or technical support for applications, hardware and software products, databases, database management systems, support products, network infrastructure equipment, or telecommunications infrastructure, software or hardware.

Uses established work procedures and innovative approaches to complete assignments and coordinate projects such as conducting needs assessments; leading projects; creating installation plans; analyzing and correcting network malfunctions; serving as system administrator; monitoring or enhancing operating environments; or supporting, maintaining and enhancing existing applications. The majority of assignments and projects are moderate in size and impact an agency division or large workgroup or single business function; or internal or satellite operations, multiple users, or more than one group. Consults with higher-level technical staff to resolve complex problems.

Consistent with the ITS 3 Definition, Mr. Mann's position supports users, information systems and equipment. His tasks are primarily in support of the WSP MOP solution hardware, software and its customers. He independently performs installations, troubleshooting, and technical support for WSP technologies related to MOP issues. He resolves customer technical support issues or coordinates the resolution of issues with other technical staff. He installs new or replacement equipment and provides training on the use of equipment and software. He assists in implementing emergency fixes for hardware and software, including software patches. He acts as MOP customer service contact for technical issues escalated by the CSU support team. He develops and configures hardware/software. He orients users on functions of and regularly repairs/troubleshoots computer and camera systems and information systems. Mr. Mann's

stated position focus and level of responsibilities are consistent with the expectations of the Definition of the ITS 3.

Although the examples of Typical Work identified in a class specification do not form the basis for an allocation, they lend support to the scope and level of work performed by that class. The Typical Work statements that most closely align with Mr. Mann's duties include the following, in part:

- ...Follows structured processes to determine requirements. ... assists clients in defining and prioritizing requirements, analyzes customers' service and equipment needs, provides information to clients on the capabilities and limitations of available systems;
- ... independently installs and configures hardware/software. ... Creates and supports processing environments (e.g. test, demo, and production). Orients users on functionality and manages software licenses;
- Analyzes and corrects network malfunctions. Assists users in ordering and installing data communication equipment. Replaces faulty hardware modules in network equipment;
- Identifies documentation needs. Creates documentation for systems and users;
- Provides maintenance and operations support for applications. Develops and implements emergency fixes and resolves hardware system problems;
- Supports, maintains and enhances existing applications that generally impact one division, or large work group or single business unit;

Mr. Mann's assigned level of responsibilities and duties are consistent and in alignment with the expected nature, focus and level of responsibilities of the Information Technology Specialist 3 and are further supported by the Typical Work statements.

The Board has provided guidance on allocation decisions as follows: Most positions within the civil service system occasionally perform duties that appear in more than one classification. However, when determining the appropriate classification for a specific position, the duties and responsibilities of that position must be considered in their entirety and the position must be allocated to the classification that provides the *best fit* overall for the majority of the position's duties and responsibilities. *Dudley v. Dept. of Labor and Industries*, PRB Case No. R-ALLO-07-007 (2007).

Based on my review of all the information, I find that Mr. Mann's position's primary focus, the complexity of his duties and responsibilities for information technology systems and equipment accurately align with the nature and level of responsibilities anticipated in the Information Technology Specialist 3 classification. Mr. Mann's position's purpose and the majority of his duties, as a whole, fall within the scope and level of responsibility stated by the Definition of this class. Mr. Mann's position is correctly allocated to the Information Technology Specialist 3 classification.

Appeal Rights

RCW 41.06.170 governs the right to appeal. RCW 41.06.10(4) provides, in relevant part, the following:

An employee incumbent in a position at the time of its allocation or reallocation, or the agency utilizing the position, may appeal the allocation or reallocation to the Washington Personnel Resources Board. Notice of such appeal must be filed in writing within thirty days of the action from which appeal is taken.

The mailing address for the Personnel Resources Board (PRB) is P. O. Box 40911, Olympia, Washington 98504-0911. The PRB Office is located on the 3rd floor of the Raad Building, 128 10th Avenue SW, Olympia, Washington. The main telephone number is (360) 407-4101, and the fax number is (360) 586-4694.

If no further action is taken, the Director's determination becomes final.

Cc: Daniel Mann, Employee
Melodie Wulfekuhle, HR, WSP

Enclosure: List of Exhibits

DANIEL MANN v WSP

ALLO-14-118

A. Daniel Mann Exhibits

1. Director's Review Form received December 22, 2014
2. Position Review Request Employee Portion by Daniel Mann, July, 22, 2014
3. Position Description for ITS3
4. Position Description for ITS4
5. WSP HR supervisor training "The Importance of Essential Functions and the Position Description Form"
6. Essential Functions and the PDF by Dr. Ben Lastimado, December 12, 2013
7. Case Argument labeled "final argument"—Reallocation Daniel Mann, March 22, 2015
8. April 3, 2015 email from Mr. Mann stating concerns with Director's review process
9. Mr. Mann's "Final Argument Rebuttal" submitted April 27, 2015

B. WSP Exhibits

1. November 25, 2014 WSP allocation determination letter
2. Position Description for position #1882 dated November 27, 2013
3. Organizational Chart for position #1882
4. Allocation Determination sent to supervisor, Mike Marcott Nov. 25, 2014
5. Allocation Determination Analysis Report concluded Nov. 19, 2014
6. Allocation Matrix
7. Position Review Request (PRR) —employee portion received October 6, 2014
8. Addendum - PRR —employee portion received October 6, 2014
9. Position Review Request —supervisor portion received October 16, 2014
10. Desk Audit Questionnaire-Employee Portion (Ms. Rasmussen's) Oct. 23, 2014
11. Desk Audit Questionnaire-Employee Portion (Ms. Wulfekuhle's) Oct. 23, 2014
12. Desk Audit Questionnaire-Supervisor Portion (Ms. Rasmussen's) Nov. 5, 2014
13. Desk Audit Questionnaire-Supervisor Portion (Ms. Wulfekuhle's) Nov. 5, 2014
14. Civil Service Employees Time and Activity Quick Reference Card
15. State HR Job Classification Specification – IT Specialist 3
16. State HR Job Classification Specification – IT Specialist 4
17. Excerpts from State HR Glossary of Classification Terms
18. April 3, 2015 email from Dr. Ben Lastimado responding to Mr. Mann's April 3, 2015 email (exhibit A-8)
19. WSP final response submitted on April 15, 2015

C. Class Specifications

1. IT Specialist 1 (479I)
2. IT Specialist 3 (479K)
3. IT Specialist 4 (479L)