



STATE OF WASHINGTON
OFFICE OF THE STATE HUMAN RESOURCES DIRECTOR
DIRECTOR'S REVIEW PROGRAM
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March 7, 2013

TO: Teresa Parsons, SPHR
Director's Review Program Supervisor

FROM: Kris Brophy, SPHR
Director's Review Investigator

SUBJECT: Frank Jones v. Central Washington University (CWU)
Allocation Review Request ALLO-12-039

Director's Determination

As the Director's designee, I carefully considered all of the documentation in the file, including the exhibits presented during the Director's review telephone conference and the verbal comments provided by both parties. Based on my review and analysis of Mr. Jones' assigned duties and responsibilities I conclude his position is properly allocated to the TV/Video Equipment Operator Supervisor classification.

Background

CWU Human Resources (CWU-HR) conducted a management-initiated position review of Mr. Jones' updated Position Description form following a reorganization affecting Mr. Jones' position. By memorandum dated May 31, 2012, CWU-HR notified Mr. Jones that his position continued to be properly allocated to the TV/Video Equipment Operator Supervisor classification (Exhibit A-2).

On June 22, 2012, the Office of the State Human Resources Director received Mr. Jones' request for a Director's review of CWU's allocation determination (Exhibit A-1).

On February 13, 2013, I conducted a Director's review telephone conference with Mr. Jones and Mr. Stephen Sarchet, Human Resource Consultant, CWU.

Rationale for Director's Determination

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).

Duties and Responsibilities

Mr. Jones is a member of the University's Customer and Training Services (CaTs) department. This department became part of the University's centralized Information Technology Services (ITS) department as a result of a management-initiated reorganization.

Mr. Jones coordinates the operation of the University's Interactive Television (ITV) systems to facilitate Distance Education (DE) class production and video conference meetings and related activities at the University's Ellensburg main campus. Mr. Jones provides a variety of ITV systems operation and technical support activities such as establishing and monitoring connections for DE classes and video conferences; setting up audio and video recording equipment; operating and/or directing the operation of cameras, monitors, recording equipment; scheduling DE and video conferencing events, and performing other related activities.

Mr. Jones's duties and responsibilities are summarized from the PRR (Exhibit B-4) as follows:

60% Distance Education Operations:

Operate IT systems to facilitate video conference meetings, streaming events, and presentations by faculty, staff and students. Use WA K20 networks to connect on campus sites for video conferences. Search availability and schedule recording capable rooms through R25 Calendar for ITV and non-ITV events for Westside centers.

Operate ITV systems to facilitate Distance Education class production. Review and edit documentation for classroom operation. Make sure classrooms and control rooms are stocked. Set up audio and video recording equipment, microphones; operate cameras, monitors, recording equipment; operate special effects switcher and multi-media classroom controls. Establish and monitor connections for DE/Video Conferences.

[Provide] on-call support for all DE technical problems for the Westside and after 5 pm for the main campus and east centers of the university. Check material and equipment prior to program or recording to assure correct and timely presentation; make on the spot corrections and routine repairs to assure continuous operation. Maintain database of contact information for ITV connections. Support Westside CMA Desktop and Eluminate. Maintain contact list for ITV.

Monitor, maintain, troubleshoot, repair/replace: Polycom Codec's Vaddio & Echolab video switchers, Extron, Crestron, & Sigma routers, Toa audio mixers and amplifiers, Shure & Audio Technica microphones, Toshiba, Panasonic, and Sony DVD recorders, Epson & Sony video projectors, Elmo Document Cameras, Video Tek Waveform/Vectorscope, Leitch Component TBC/Frame Synchronizers.

Schedule and maintain databases for Polycom's RMX 4000 (Software used to control videoconferences) and CMA 5000 (Software used in managing network endpoints). The RMX and CMA are also used to monitor and troubleshoot scheduled ITV/DE classes and videoconferences through manipulation of hardware and software. Assign and maintain the account database for the integrated desktop program, CMAD.

Set up audio and video recording equipment, microphones; operate cameras, monitors, recording equipment; operate special effects switcher and multi-media classroom controls. Check recording media and recorded classes and transfer to DVD for archive

purpose or for used by faculty, staff or students. Schedule and facilitate non-ITV video production in ITV classrooms. Act as liaison for main campus, east centers and host colleges in regards to Distant Education/ITV.

25% Student/Temp Supervision:

Supervise staff including hiring, establish job performance standards, evaluate job performance, take corrective action, train, assign and schedule work, and act upon leave requests. Work with center supervisors to monitor and verify hours worked by operators at centers. Assist Public Affairs in maintaining the ITV Events Scheduling Calendar.

10% General Class Administration:

Collect attendance sheets, proctor quizzes, and exams, distribute handouts and syllabi, collect and return homework, make copies of handouts, quizzes, exams and syllabi for teachers, administer classroom evaluations, and ensure that homework, quizzes, and exams are sent to faculty via fax, scan, and mail. Assist faculty in all phases of work involving production of televised classes and materials; work independently with faculty, staff, and students to meet established objectives for live or video-recorded materials. Operate computer interface for monitoring connections.

Summary of Mr. Jones's Perspective

Mr. Jones asserts the videoconference telecommunications field is now more technical and has shifted to be extensively integrated with computer hardware, software, and online interfaces. Mr. Jones contends his daily responsibilities require many of the same skills and abilities that are held by IT Specialists including installation, configuration, maintenance, and troubleshooting on ITV operating system software and hardware, administration of video streaming servers, and network monitoring and troubleshooting.

Mr. Jones contends the Information Technology Specialist 3 class accurately describes the overall scope and level of responsibility assigned to his position. Mr. Jones asserts that he performs a variety of IT technical support tasks with respect to operating and maintaining the University's ITV systems and equipment. For example, Mr. Jones asserts he serves as the systems administrator for the Polycom video conference system software. Mr. Jones asserts he utilizes the RMX and CMA applications to control video conferences and to manage network endpoints. Mr. Jones asserts he monitors and troubleshoots scheduled ITV/DE classes and videoconferences through manipulation of the associated hardware and software. Mr. Jones asserts he assigns and maintains the account database for the integrated desktop program, CMAD. He contends that he analyzes and corrects system and network malfunctions on his own or refers them to others for resolution.

Mr. Jones asserts he maintains, troubleshoots, and makes routine repairs or replacements associated hardware to equipment such as video switchers, routers, audio mixers and amplifiers, microphones, DVD recorders, video projectors, cameras, and other components.

He asserts that he performs other IT support duties including monitoring service levels, identifying and providing documentation needs, and providing operational support for the purpose of conducting video conferences as seamlessly as possible. In total, Mr. Jones asserts the majority of his duties meet the requirements of the ITS 3 classification.

Summary of CWU's Reasoning

CWU asserts Mr. Jones does not provide Tier I and Tier II level IT support for the main campus and therefore does not perform Information Technology support as required by the Information Technology specialist series. Additionally, CWU acknowledges that while Mr. Jones does have some level of responsibility for maintaining the ITV equipment he uses, the scope of this work does not rise to the level of maintenance and repair envisioned by the Media Maintenance Technician class.

CWU asserts approximately 85% of Mr. Jones' time is spent performing duties which meet the TV/Video Equipment Operator Supervisor class. This includes supervising ITV student support staff and operating ITV systems for distance education and teleconferencing, using the K20 network to connect campus sites for video conferences, setting up audio/video recording equipment, scheduling rooms for use, monitoring, troubleshooting and maintaining ITV equipment.

In total, CWU asserts Mr. Jones's position is properly allocated to the TV/Video Equipment Operator Supervisor class.

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, they lend support to the work envisioned within a classification.

Comparison of Duties to Information Technology Specialist Series

The Class Series Concept for the Information Technology Specialist series states:

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.

[Emphasis added]

Incumbents in this series provide professional information technology systems, programming, installation, maintenance and/or systems support in one or more of the IT disciplines identified in the class series concept. Mr. Jones's position does not have this level of responsibility assigned to his position.

The primary focus of Mr. Jones' position is to supervise the day-to-day operations of the video conferencing services at the CWU main campus. This includes operating and monitoring DE ITV classes and other videoconferences. A portion of his work involves performing information technology-related work to accomplish his tasks, but the overall scope of his position, and the majority of his duties as a whole, are non-technical in nature and do not fall within this occupational category.

For example, a portion of Mr. Jones's work involves using the ITV system's computer software and hardware equipment to monitor and troubleshoot scheduled ITV/DE classes and videoconferences through manipulation of the ITV system's associated software and hardware. One technical component of his work involves installing CMAD web conferencing software on to faculty (end user) computers, and troubleshooting conferencing IP issues while sessions are being conducted.

However, the overall scope of his work focuses directly on supervising the operation of specialized ITV and related communications equipment to support DE ITV activities. Mr. Jones's knowledge and use of information technology with respect to this portion of his work is secondary to his primary function of supervising ITV student support staff and operating ITV systems for distance education and teleconferencing, using the K20 network to connect campus sites for video conferences, setting up audio/video recording equipment, scheduling rooms for use, and performing other related activities. Mr. Jones uses the ITV system's computer software and hardware equipment to monitor and troubleshoot scheduled ITV/DE classes and videoconferences through manipulation of the ITV system's associated software and hardware. This involves using the RMX and CMA applications to control video conferences and to manage network endpoints. Mr. Jones assigns and maintains the account database for the integrated desktop program, CMAD. However, the nature and scope of this work is more fully addressed by another class series which address the operation and routine maintenance ITV systems and related equipment.

This is supported by Personnel Resources Board (PRB) decisions in which the Board has concluded that while one class appeared to cover the scope of a position, there was another classification that not only encompassed the scope of the position, but specifically encompassed the unique functions performed. In Alvarez v. Olympic, PRB No. R-ALLO-08-013 (2008), the Board held that "[w]hen there is a definition that specifically includes a particular assignment and there is a general classification that has a definition which could also apply to the position, the position will be allocated to the class that specifically includes the position. [See Mikitik v Depts. of Wildlife and Personnel, PAB No. A88-021 (1989)."]

Thus, the primary thrust of his position, and the majority of his duties as a whole do not meet the intent of the Information Technology series as indicated by the class series concept which states, "...positions which perform information technology-related work to accomplish tasks but are non-technical in nature would not be included in this occupational category." Therefore, because the overall focus and majority of duties performed by Mr. Jones in his position do not meet the intent of the Class Series Concept, his position should not be allocated to a class within the Information Technology series.

Comparison of duties to Information Technology Specialist 3

The Definition for the Information Technology Specialist 3 (ITS 3) class states:

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.

As stated in the Definition for this class, ITS 3 level positions independently perform IT support as a fully qualified information technology specialist within an assigned area of responsibility. Incumbents provide technical IT support and identify and resolve operational or other problems within an assigned scope of operation such as a division, or large workgroup or single business function, multiple users or more than one group.

The work methods used and the level of independent decision making required at the ITS 3 level often combine following pre-defined standards as well as developing innovative approaches to resolving problems or issues that arise. While fully capable of working independently, complex problems are resolved through consulting with higher-level technical staff. Incumbents at this level use established work procedures to complete assignments and projects which often impact their assigned area of responsibility. Project coordination at this level requires completing all phases of an assigned project including conducting needs assessments, creating installation plans and independently leading or supervising projects to completion.

Mr. Jones's duties do not involve performing professional information technology work as the primary focus of his position.

Further, Mr. Jones's duties do not meet the requirements of the ITS 3 class. Mr. Jones does not perform such duties as systems analysis. He is not responsible for managing and monitoring system design to ensure appropriate policies and procedures are followed; act as a business consultant, technical advisor, or customer liaison; coordinate with program management, or work with stakeholder management.

Mr. Jones does not provide professional business and systems expertise. Further, Mr. Jones is not responsible for managing and monitoring system design to ensure appropriate policies and procedures are followed; act as a business consultant, technical advisor, or customer liaison; coordinate with program management, or work with stakeholder management. As a whole,

Mr. Jones's duties do not involve performing professional information technology systems analysis functions as the primary focus of his position.

Therefore, the overall focus and majority of duties performed by Mr. Jones in his position do not meet the requirements of the ITS series, nor do they reach the requirements of the ITS 3 class specifically, or other classes within the ITS series. There is another class series which specifically addresses the majority of work performed by Mr. Jones in his position. In summary, Mr. Jones's position should not be reallocated to a class within the IT series.

Comparison of Duties to Media Maintenance Technician Series

The Class Series Concept for this series states:

Diagnose malfunctions, maintain, repair, install, construct, and test electronic media and/or multi-media equipment and systems. Provide media maintenance technical support.

Perform repairs in a variety of working environments such as media centers, auditoriums, mobile sound systems, audio recording systems, electronic conference centers.

This series is distinguished from the Computer Maintenance Technician series in that the installation, maintenance and repair of personal or other computers, other than computer equipment used in media production or as instructional media, is limited.

This series is distinguished from the Electronics Technician series by working primarily on electronic media and/or multi-media equipment and systems.

This series is distinguished from the Broadcast Technician series by not performing radio and/or television broadcast equipment operation, production, or programming activities.

This series describes positions which maintain, repair, install, construct, and test electronic media and/or multi-media equipment and systems. Incumbents within this series provide technical media maintenance support in a variety of working environments including electronic teleconferencing centers. Mr. Jones does not perform these tasks as the primary focus of his position. During the review telephone conference Mr. Jones stated that equipment repairs for the ITV classrooms are performed by an assigned media maintenance technician. Mr. Jones' PQ indicates that his overall position focus and scope of work includes scheduling, operating, and producing DE ITV classroom and videoconference events.

Because the nature of his work and scope of responsibility reaches beyond providing only technical media maintenance support to include ITV operation and production, his position should not be allocated to a class within the Media Maintenance Technician series.

Comparison of Duties to TV/Video Equipment Operator Supervisor

The Definition for this class states:

Supervise others in the operation and routine maintenance of TV/video equipment, materials and facilities.

The Distinguishing Characteristics for this class states:

With delegated authority, interview and recommend selection of applicants, conduct training, assign and schedule work, act upon leave requests, conduct annual performance evaluations and recommend disciplinary action.

The TV/Video Equipment Operator Supervisor class fully describes the primary focus and overall level of responsibility assigned to Mr. Jones's position.

Mr. Jones supervises others in the operation and routine maintenance of TV/video equipment, materials and facilities. Mr. Jones operates and monitors videoconference telecommunication events in the ITV control room which includes remotely supporting, operating and troubleshooting videoconferences for ITV classrooms and video conferencing rooms located on campus and remotely. He also configures videoconference classrooms for best support of specified videoconference events. He trains faculty, staff and students how to operate and request videoconference facilities. He provides technical advice regarding the best use of videoconference facilities. He also creates manuals and quick reference guides specific to each videoconference device.

Although the Typical Work examples do not form the basis for an allocation, they lend support to the work envisioned within a classification. The following provides an example of the level of work assigned to the TV/Video Equipment Operator Supervisor class, as stated on the class specification:

Supervise assigned personnel in the production of TV/video productions, recordings, dubbing, editing, filming, classroom playbacks and related tasks;

Participate in planning production related activities and advise on equipment and personnel needs;

Determine production equipment requirements; make recommendations for new equipment; review manufacturer specifications and evaluate equipment; order and maintain an adequate supply of materials;

Ensure that safety procedures are followed;

Maintain records on work performed; write reports as required;

Mr. Jones is performing TV/Video Equipment Operator Supervisor level duties the majority of the time and is appropriately classified to that class.

A position's allocation is not a reflection of performance or an individual's ability to perform higher-level work. Rather, it is based on the majority of work assigned to a position and how that work best aligns with the available job classifications. Based on the level and scope of the

overall duties and responsibilities assigned to Mr. Jones's position, the Medical Assistance Specialist 3 classification is the best fit.

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).

Further, positions are to be allocated to the class which best describes the majority of the work assignment. Ramos v DOP, PAB Case No. A85-18 (1985).

In this case, the majority of the duties assigned to Mr. Jones's position and his level of responsibility are best described by the TV/Video Equipment Operator Supervisor classification. Mr. Jones's position should remain allocated to that class.

Appeal Rights

RCW 41.06.170 governs the right to appeal. RCW 41.06.170(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 4th floor of the Insurance Building, 302 Sid Snyder Avenue SW, Olympia, Washington. The main telephone number is (360) 902-9820, and the fax number is (360) 586-4694.

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

c: Frank Jones
Stephen Sarchet, CWU
Lisa Skriletz, OSHRD

Enclosure: List of Exhibits

FRANK JONES v CWU
ALLO-12-039

List of Exhibits

A. Frank Jones Exhibits

1. Request for Director's Review form from Frank Jones, received by OSHRD on June 22, 2012
2. CWU allocation determination letter from Stephen Sarchet to Frank Jones dated May 31, 2012

B. CWU Exhibits

1. Management-initiated Position Description (PD) worksheet submitted to HR by supervisor for reallocation, with questions from Stephen Sarchet, HR, in margins (8 pages)
2. PD worksheet with supervisor's answers to HR's questions in the margins (8 pages)
3. PD worksheet with handwritten notes from Stephen Sarchet from meeting with supervisor on April 23, 2012 (8 pages)
4. Final Draft of PD worksheet submitted to HR by supervisor for reallocation (7 pages) (Note: *This was the PD used for the position review*)
5. Original Official Position Description on file, without signatures and dates (5 pages)
6. DOP class specification for TV/Video Equipment Operator Supervisor, 203M
7. DOP class specification for Media Technician, 203E
8. DOP class specification for IT Technician 1, 481A
9. DOP class specification for IT Technician 2, 481B
10. CWU IT services organization chart

C. Class Specifications

1. DOP Class specification for IT Specialist 1, 479I
2. DOP Class specification for IT Specialist 3, 479K