



STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM
P.O. Box 40911 · Olympia, WA 98504-0911 · (360) 407-4101 · FAX (360) 586-4694

June 9, 2015

TO: Franklin Plaistowe,
Rules & Appeals Section Chief

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

SUBJECT: Michael Goos v Everett Community College (EvCC)
Allocation Review Request ALLO-14-080

Director's Determination

This position review was based on the work performed for the six-month period prior to March 7, 2014, the date EvCC's Human Resources Office received a request for a position review of Mr. Michael Goos' position. As the Director's Review Investigator, I carefully considered all of the documentation and information provided by the parties. Based on my review and analysis of Mr. Goos' assigned duties and responsibilities, I conclude his position is correctly allocated to the Media Maintenance Technician 2 classification.

Background

On March 7, 2014, the EvCC Human Resources office received a request for a management-initiated review of Mr. Goos' position. The request was submitted by Mr. Goos' supervisor, Ms. Jeanie Goodhope, who suggested the position be reallocated from Media Maintenance Technician 2 to Information Technology Specialist 3. (Exhibit B-10) Ms. Goodhope requested position reviews for the following employees who work in the Media Services Unit at EvCC: Michael Goos, ALLO 14-080; William Hunnewell, ALLO 14-081; Christopher McNeely, ALLO 14-078 and Max Phipps, ALLO 14-088.

On June 26, 2014, Ms. Linda Nichols, Human Resources, notified Mr. Goos that his position was properly allocated to the Media Maintenance Technician 2 classification. (Exhibit B-1)

On July 22, 2014, the State HR Director's Review Program received Mr. Goos' request for a Director's review of EvCC HR's allocation determination. (Exhibit A-1)

On April 15, 2015, I conducted a telephone conference regarding Mr. Goos' position with the following participants:

Michael Goos, employee
Phyllis Alexander, Representative, WFSE
Linda Nichols, Human Resources Consultant, EvCC

Guidance 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).

Position Review Request (PRR) (Exhibit B-10)

The PRR was prepared and signed on March 4, 2014 by Ms. Jeanie Goodhope, Media Librarian and Mr. Goos' supervisor.

Ms. Goodhope described Mr. Goos' position purpose of as:

"Works as part of the Media Services team to provide technical support and development for computer integrated, campus-wide, media system technologies including consulting, designing, installing, programming, maintenance, troubleshooting and technical support for hardware, software and applications classroom technologies, control systems, ITV, campus events, production. Works independently using established work procedures and innovative solutions to meet client and user needs. Consults with lead to resolve complex problems."

Ms. Goodhope also indicated Mr. Goos works under the "spot-check basis" of supervision. Ms. Goodhope also provided examples of decisions Mr. Goos makes without prior review as:

- "Determine and prioritize equipment replacement needs
- Determine surplus items and when repair is most cost effective
- Assess needs, create installation plans" (B-10 pg. 19)
- "How best to resolve specific operational problems
- Program software (write code) to meet unit need
- Access needs and determine best way to meet client and event needs
- Determine equipment replacement priorities" (B-10 pg. 22)

Ms. Goodhope summarized Mr. Goos' duties and responsibilities as follows:

40% Provide high level technical support for campus-wide integrated media technologies, including classroom, events, and ITV. Design, plan, install, configure, operate and troubleshoot complex technology systems, hardware and software, for classrooms and buildings, event facilities and community including preparing wiring diagrams, building components, planning and installing cables, configuring settings and drivers, programming systems and resolving installation and operational problems.

10% Develop and code programs for campus-wide, integrated media system;

- 20%** Assess technology needs, recommend appropriate systems and components. Consult with clients to determine and analyze technology needs and problems. Plan and conduct trainings.
- 15%** Perform preventative maintenance, modification testing and debugging. Design and program complex, campus-wide systems. Independently install, maintain, operate and support production software and hardware, design and produce digital media
- 10%** Research applications, functionality and potential uses of technology hardware and software including testing, quality assurance and problem resolution. Analyze industry-wide trends and make recommendations for improving system. Recommend campus-wide equipment standards.
- 5%** Maintain statistics and inventories of digital assets. (Exhibit B-10 pg. 17)

Summary of Mr. Goos' Perspective

On the Request for Director's Review, Mr. Goos described his duties and responsibilities that he believes are outside of his current classification, as follows:

- Develop and code programs for the over 100 campus-wide hardware A/V systems deployed in classrooms and conference halls, which includes programming for Crestron and Biamp units.
- Troubleshoot systems using various software and hardware tools.
- Design and maintain hardware system integration with networks, including making sure these systems are on the right network VLANs and that the network hardware properly manages the required network throughput [sic].
- Integrate campus wide Informacast (Emergency Alert) system with campus A/V equipment, including recommending interface modules, installing and interfacing these modules with the campus network and configuring and testing them through use of the Informacast network interface.
- Develop and maintain new and existing software programs for the Media Services department and instructional purposes.
- Design, plan, install, configure, operate and troubleshoot computerized technology systems for classrooms, other facilities and campus buildings. This includes installing software and hardware on workstation computers as well as configuring operating system settings and drivers.
- Prepare installation documentation and create wiring diagrams for old and new systems. (Exhibit A-1)

During the phone review conference, Mr. Goos indicated he and the other three media services members work together as a team. During breaks and the summer the team focuses on converting individual classrooms from stand-alone equipment to networked equipment remotely controlled from an instructor's station. Mr. Goos noted that the installation process requires the team to create a design or plan, purchase specific equipment and cabling, pull and connect cables/wiring, and train faculty to use the new classroom stations. On Exhibit B-2, Mr. Goos provided detailed answers to EvCC's questions about the technologies, networks and equipment with which he works.

During the phone conference, Mr. Goos confirmed the accuracy of information provided in his exhibit documents and confirmed that he feels the Information Technology Specialist 3 class is a better fit for his position.

Summary of Supervisor Comments (Exhibit B-10)

Ms. Jeanie Goodhope, supervisor, completed the Position Review Request form for Mr. Goos' position. She wrote:

“This request is one of four to upgrade and reassign Media positions. This change is necessitated by the massive evolution of technology that has transformed the work of Media Services at Everett Community College. In the past, Media Services dealt almost exclusively with standalone, mechanical, audio-visual equipment, such as tape recorders, film and overhead projectors. Today, evolving information technologies and technology integration has changed the way Media Services provides service to meet its mission to that of computer-driven, networked, campus-wide media systems. Funds for new buildings has helped this progression at EvCC. Support, design, and control of these systems has become increasingly complex. Media Services technologies at Everett Community College are some of the most advanced state-wide. The competencies and skills necessary to support this IT based technology is more appropriate to the State IT classifications, which better reflect the type, level and complexity of digital competencies required. Further these skills are highly sought and well compensated elsewhere.”

Ms. Goodhope observed that: “The Library Media Services Department already has migrated to one IT position, IT 3-Library Systems, from the Media range, in recognition of this change in technology. Establishing this IT 3 – Media Services position is an equitable solution and would bring this employee's classification up to date.” (Exhibit B-10 pg. 22)

The Board has provided guidance on the comparison of positions when determining allocation as follows:

“... However, in Byrnes v. Dept.'s of Personnel and Corrections, PRB No. R-ALLO-06-005 (2006), the Board held that “[w]hile a comparison of one position to another similar position may be useful in gaining a better understanding of the duties performed by and the level of responsibility assigned to an incumbent, allocation of a position must be based on the overall duties and responsibilities assigned to an individual position compared to the existing classifications. The allocation or misallocation of a similar position is not a determining factor in the appropriate allocation of a position.” Citing to Flahaut v. Dept's of Personnel and Labor and Industries, PAB Case No. ALLO 96-0009 (1996). Therefore, the allocation or misallocation of positions at other DOC institutions is not a determining factor in the appropriate allocation of Appellant's position.”

Summary of EvCC's Human Resources' Determination (Exhibit B-1)

Ms. Linda Nichols, Human Resources, in a memo dated June 26, 2014, responded to the request for a position review of Mr. Goos' position. She wrote in part:

“... While there initially appeared to be some overlap between the typical duties listed in the Media Maintenance Technician and IT Technician classifications, further review of the class specifications, job descriptions, and the additional information you provided clarified that the

nature of your work supports the Media Services program, and not the College's IT Infrastructure."

"...Your job description includes the duties of performing routine and complex equipment set-ups for classroom, campus, and community events, including videoconferencing; troubleshooting and repairing media equipment; videotaping presentations; maintaining records for repair, servicing, and inventory; producing media materials; and providing technical assistance with operation of media equipment. These duties most closely match the Media Maintenance Technician 2 classification." (Exhibit B-1)

Ms. Nichols confirmed that the Media Maintenance Technician 2 classification was the best class for Mr. Goos' position.

Glossary of Classification Terms

In completing this review, I referred to the *Glossary of Classification Terms* for the following definitions, quoted in part. The *Glossary* can be found on the HR website at: [http://www.hr.wa.gov/sitecollectiondocuments/compensationandjobclasses/comp class hr pro tools/classificationglossary.doc](http://www.hr.wa.gov/sitecollectiondocuments/compensationandjobclasses/comp_class_hr_tools/classificationglossary.doc).

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.

In Salsberry v. Washington State Parks and Recreation Commission, PRB Case No. R-ALLO-06-013 (2007), the Personnel Resources Board addressed the concept of best fit. The Board referenced Allegrì v. Washington State University, PAB Case No. ALLO-96-0026 (1998), in which the Personnel Appeals Board noted that while the appellant's duties and responsibilities did not encompass the full breadth of the duties and responsibilities described by the classification to which his position was allocated, on a *best fit* basis, the classification best described the level, scope and diversity of the overall duties and responsibilities of his position.

"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." See Dudley v. Dept. of Labor and Industries, PRB Case No. R-ALLO-07-007 (2007)

Comparison of Duties to Information Technology (IT) Specialist classes

Class Series Concept for all IT Specialist classes is on the IT Specialist 1 (4791):

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.

In completing the PRR, Ms. Goodhope, supervisor, described the purpose of Mr. Goos' position as:

"Works as part of the Media Services team to provide technical support and development for computer integrated, campus-wide, media system technologies, including consulting, designing, installing, programming, maintenance, troubleshooting and technical support for hardware, software and applications classroom technologies, control systems, ITV, campus events, production." (Exhibit B-10 pg. 16)

The primary focus of Mr. Goos' position is specific to providing technical support and development for the campus-wide media system technologies and production of digital media.

For example, his delegated responsibilities include providing support for classroom media technologies, control systems, ITV and campus events. His assignments involve using computers and computer systems to complete his media-related responsibilities such as design, plan, install, configure, operate and troubleshoot complex media technology systems, hardware and software for classrooms and other campus buildings such as the events center. He develops and codes programs for the campus-wide, integrated media system. A majority of his work time is directed to providing high level technical support by preparing wiring diagrams, building components, planning and installing cables, configuring. With his teammates, he is responsible to design, plan, install, configure, operate and troubleshoot the media-related technology systems, hardware and software for classrooms and other campus areas. In brief, Mr. Goos is responsible for providing high-level technical support for media hardware, software and applications of classroom technologies and control systems.

Overall, the nature and focus of Mr. Goos' assignments are directed to supporting media-related technologies and systems rather than providing "professional information technology systems or applications support" as required by the class Series Concept of the IT Specialist classes. The focus of media-related responsibilities of Mr. Goos' position is outside the scope of the IT Specialist Class Series Concept. The IT Specialist class series is not the best fit for allocation of his position. Additionally, the focus of Mr. Goos' position does not fit within one of the Information Technology disciplines listed in the Class Series Concept. Mr. Goos' position should not be allocated to a class within the IT Specialist series.

Comparison of Duties to Media Maintenance Technician (MMT)

Class Series Concept for Media Maintenance Technician is on the MMT 1 (592E) (in part)

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.

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

As anticipated by the Media Maintenance Technician Class Series Concept and described by his supervisor, Mr. Goos' assigned responsibilities and position purpose are aligned with and reflect the expectations of the Class Series Concept for Media Maintenance Technician classes. For example, for a majority of his work time he provides high-level technical support for campus-wide integrated media technologies, including classroom, events, and ITV. His delegated duties include responsibilities to design, plan, install, configure, operate and troubleshoot technology systems, hardware and software, for classrooms and buildings, event facilities and community. He prepares wiring diagrams, builds components, plans and installs cables and resolves installation and operational problems related to the classroom media systems. He develops and codes programs for campus-wide, integrated media system.

In completing the PRR, Ms. Goodhope, supervisor, described the purpose of Mr. Goos' position as:

"Works as part of the Media Services team to provide technical support and development for computer integrated, campus-wide, media system technologies, including consulting, designing, installing, programming, maintenance, troubleshooting and technical support for hardware, software and applications classroom technologies, control systems, ITV, campus events, production." (Exhibit B-10 pg. 16)

Overall, the purpose and focus of Mr. Goos' assigned responsibilities are aligned with the criteria of the Class Series Concept for the Media Maintenance Technician in that the work Mr. Goos performs is directly related to diagnosing malfunctions, providing maintenance, repair, installation, and testing of electronic media equipment and systems. His responsibilities support "campus-wide integrated media technologies including classroom, events and ITV". The Media Maintenance Technician Series is an appropriate class series for allocation of Mr. Goos' position. His position should be allocated within this series.

This allocation determination is further supported by a Personnel Resources Board (PRB) decision. In Alvarez v. Olympic College, PRB No. R-ALLO-08-013 (2008), the Board held that "when 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)."

Therefore, the allocation of Mr. Goos' position to a Media Maintenance Technician class is a better fit than the Information Technology classes.

Comparison of duties to Media Maintenance Technician 3 (592G)

Definition

Perform complex media maintenance work troubleshooting, maintaining, constructing, installing and repairing media and/or multi-media equipment and systems.

Distinguishing Characteristics

Under general direction, perform complex media maintenance, construction and repair work as a senior level technician such as: designing and constructing specialized multi-media interfaces; recommending update or replacement service work for major media control systems; assisting in media installation planning.

Positions allocated to this class must meet the requirements of the Definition and the Distinguishing Characteristics.

The ***Glossary of Classification Terms*** defines supervision levels and levels of work as follows:

Level of Work. Each level listed is typically a separate class with a separate title, salary, and different work performed.

Journey - Fully competent and qualified in all aspects of a body of work and given broad/general guidance. Individuals can complete work assignments to standard under general supervision. Also referred to as the working or fully-qualified level.

Senior - The performance of work requiring the consistent application of advanced knowledge and requiring a skilled and experienced practitioner to function independently. Senior-level work includes devising methods and processes to resolve complex or difficult issues that have broad potential impact. These issues typically involve competing interests, multiple clients, conflicting rules or practices, a range of possible solutions, or other elements that contribute to complexity. The senior-level has full authority to plan, prioritize, and handle all duties within an assigned area of responsibility. Senior-level employees require little supervision and their work is not typically checked by others.

Supervision Required.

(1) General supervision

- Employee performs recurring assignments without daily oversight by applying established guidelines, policies, procedures, and work methods.
- Employee prioritizes day-to-day work tasks. Supervisor provides guidance and must approve deviation from established guidelines, policies, procedures, and work methods.
- Decision-making is limited in context to the completion of work tasks. Completed work is consistent with established guidelines, policies, procedures and work methods. Supervisory guidance is provided in new or unusual situations.

- Work is periodically reviewed for compliance with guidelines, policies and procedures.

(2) General direction

- Employee independently performs all assignments using knowledge of established policies and work objectives.
- Employee plans and organizes the work and assists in determining priorities and deadlines. May deviate from standard work methods, guidelines or procedures in order to meet work objectives.
- Employee exercises independent decision-making authority and discretion to decide which work methods to use, tasks to perform and procedures to follow to meet work objectives.
- Completed work is reviewed for effectiveness in producing expected results....

Ms. Goodhope's description of the level of supervision provided to Mr. Goos' position as "spot check basis" meets the supervision received definition of "General Supervision" rather than "General Direction" as anticipated by the Distinguishing Characteristics of this class.

On the PRR, Ms. Goodhope states that Mr. Goos "Works independently using established work procedures and innovative solutions to meet client and user needs. Consults with lead to resolve complex problems." This level of independent work, matches the *Glossary* definition for "Journey" level rather than the anticipated "Senior" level as required by the Distinguishing Characteristics of the MMT 3. (Exhibit B-10 pg. 16).

Mr. Goos' position does not meet the level of "General Direction" supervision received or the level of "Senior" work assigned as anticipated by the Definition and Distinguishing Characteristics of the Media Maintenance Technician 3. Mr. Goos' position should not be allocated to this class.

Comparison of duties to Media Maintenance Technician 2 (592F) (MMT2)

Definition

Perform journey-level media maintenance work troubleshooting, maintaining, repairing, installing, constructing, and testing media and/or multi-media equipment and systems.

Distinguishing Characteristics

Under general supervision, independently perform a variety of troubleshooting, repair, maintenance, construction, testing, and installation activities on media equipment and systems varying from the routine test, maintenance and repair of media equipment to the assembly and installation of audio-visual control, telecommunication, or satellite reception systems.

On the PRR, it is noted that the level of supervision Mr. Goos receives is "Spot check basis only". This level of supervision correlates with the "General Supervision" definition in the *Glossary*. Further, it is the level of supervision expected by the **Distinguishing Characteristics** of this class.

Also, on the PRR, Ms. Goodhope states the Mr. Goos, "Works independently using established work procedures and innovative solutions to meet client and user needs." This level of independent work, matches the *Glossary* definition for "Journey" level as anticipated by the **Definition** of the MMT2.. (Exhibit B-10 pg. 16).

During the phone review conference, Mr. Goos described his work of helping to install the instructor's station in classrooms which allows the instructor to control several pieces of networked equipment, including computers, cameras, projectors, microphones, and screens. Mr. Goos is responsible for providing technical support for media hardware, software and applications of classroom technologies and control systems. As a member of the media team, he works with other to design, plan, install, configure, operate and troubleshoot complex systems for classrooms and other campus facilities, event centers and buildings. He assesses technology needs and recommends appropriate systems and components. He develops and codes programs for integrated media systems. Working as a team member, he installs, maintains, operates and supports production software and hardware..."

Mr. Goos performs a variety of specialized media-related operations, maintenance and production duties to support the media services at EvCC. He provides technical support for campus-wide integrated media technologies in classrooms, events and ITV. Mr. Goos' assigned responsibilities and level of supervision are aligned with the Definition and the Distinguishing Characteristics of the Media Maintenance Technician 2 class.

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. Goos' duties include the following:

Typical Work

- Troubleshoots, repairs, maintains, installs, constructs, and tests various media equipment and systems such as television monitors, amplifiers, video cameras, ... audio/video distribution systems, ... audio recording/processing equipment, theater lighting systems;
- Uses electronic test equipment ... to troubleshoot malfunction(s) to system, board, or component level using diagnostic software as needed; ...uses hand and power tools...etc.;
- Performs mechanical, or electronic repair(s) to system, board, or component level; calibrates and/or tests for proper operation;
- Assembles and installs media equipment and systems such as updated audio-visual control systems in auditoria, closed circuit TV, public address, or antenna cable systems;
- Confers with faculty, staff, clients, vendors, students, and/or supervisors in determining equipment problems or fulfilling service requirements;
- May set up media equipment for special events; may assist with studio booth operation;
- May perform limited maintenance and repair on computers;

It is clear that Mr. Goos is a highly skilled and dedicated member of the EvCC Media Services team. However, a position review is not a reflection of performance or an individual's ability to perform higher-level work. The purpose of an allocation review is to determine the classification which best describes the overall duties and level of responsibility of a position. A position's allocation is based on the majority of work assigned to a position and how that work best aligns with the available job classifications.

Based on my review of the information, I find that Mr. Goos' overall level of supervision received, media-related technical responsibilities, and decision making authority best fit within the Media Maintenance Technician 2 classification. His position is appropriately allocated to Media Maintenance Technician 2.

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: Mr. Michael Goos, employee
Ms. Linda Nichols, EvCC Human Resources
Ms. Jeanie Goodhope, EvCC Media Services Supervisor
Ms. Phyllis Alexander, Representative, WFSE

Enclosure: List of Exhibits

MICHAEL GOOS v EVERETT COMMUNITY COLLEGE

ALLO-14-080

A. Michael Goos Exhibits

1. Request for Director Review 7-22-14 p.1-2
2. Position Review Request 6-25-14 p.3-5
3. EvCC Media Services Organizational Chart p.6
4. Performance Development Plan 6-27-13 p.7-11
5. Performance Development Plan 6-12-14 p.12-16
6. Employee's Description of Changes in Media Services Duties p.17
7. Typical Design/Install Process p.18-19
8. Campus Statistics p.20
9. Equipment List for Standard Classrooms p.21
10. Media Scheduling and Inventory Interface p.22
11. Example of IT email to Media p.23-24
12. Crestron Course Completion p.25
13. Crestron Connections p.26-28
14. Creston Module Schematic p.29
15. Crestron Cables p.30-31
16. Crestron Presentation Systems p.32-39
17. Commercial Integrator Article re: Media/IT Convergence p.40
18. Evolution of Media Services at EvCC p.41-42

B. EvCC Exhibits

1. Allocation determination letter dated 06-26-14 (sent via email) p.1-3
2. Employee's response to request for additional information p.4-7
3. Employer's request for additional information p.8
4. Notice of additional time needed p.9
5. Class specification – Media Maintenance Technician 2 p.10
6. Class specification – Media Maintenance Technician 3 p.11
7. Class specification – IT Specialist 3 p.12
8. EvCC Job description – Media Maintenance Technician 2 p.13-14
9. Email acknowledging receipt of position review request p.15
10. Employee's Position Review Request, received 03-07-14 p.16-23
11. Media Services Organizational Chart p.24-25
12. Information Technology Organizational Chart p. 26-27
13. Media Services EvCC web page and Intranet department page p. 28-31
14. Information Technology web page and Intranet department page p. 32-34
15. EvCC Human Resources final response dated September 11, 2014

C. Class Specifications

1. Media Maintenance Technician 1 592E Class Series Concept
2. Media Maintenance Technician 2 592F
3. IT Specialist 1 479I Class Series Concept
4. IT Specialist 3 479K