



**STATE OF WASHINGTON**  
**OFFICE OF FINANCIAL MANAGEMENT**

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM  
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June 9, 2015

TO: Franklin Plaistowe,  
Rules & Appeals Section Chief

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

SUBJECT: Max Phipps v Everett Community College (EvCC)  
Allocation Review Request ALLO-14-088

**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. Max Phipps' position. As the Director's Review Investigator, I carefully considered all of the information provided by the parties. Based on my review and analysis of Mr. Phipps' assigned duties and responsibilities, I conclude his position should be allocated to the Media Maintenance Technician Lead classification.

**Background**

On March 7, 2014, the EvCC Human Resources office received a request for a management-initiated review of Mr. Phipps' position. The request was submitted by Mr. Phipps' supervisor, Ms. Jeanie Goodhope, who suggested the position be reallocated from Photographer II to Information Technology Specialist 5. (Exhibit B-13) Ms. Goodhope requested position reviews for the following employees who work together 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 August 18, 2014, Ms. Linda Nichols, Human Resources Consultant for EvCC, notified Mr. Phipps that his position was properly allocated to the Photographer II classification. (Exhibit B-1)

On September 10, 2014, the State HR Director's Review Program received Mr. Phipps' request for a Director's review of EvCC HR's allocation determination. (Exhibit A-1)

On May 8, 2015, I conducted a phone conference with the following participants:  
Max Phipps, 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-13)**

The PRR was prepared and signed on March 3, 2014 by Ms. Jeanie Goodhope, Media Librarian, and Mr. Phipps' supervisor. Ms. Goodhope described the purpose of Mr. Phipps' position as:

“Provides expert level 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, provides unit leadership and innovative solutions to determine and meet client and user needs. Serves as large scale project lead and technology resource for others in unit and campus-wide resource for media system needs and applications.”

Ms. Goodhope supervises at the level of “Little - employee responsible for devising own work methods.” She indicated examples of decisions Mr. Phipps makes without prior review as:

- “Determine equipment specifications and establish campus-wide standards
- Resolve system operation problems
- Design Technology installation, including cabling and network” (Exhibit B-13 pg. 22)
- “Equipment specifications.
- Technology needs assessments. How best to resolve technology operational problems.
- Serves in charge of unit in supervisor's absences.” (Exhibit B-13 pg. 25)

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

- 10%** Provide expert high level technical support for campus-wide integrated media technologies including classroom systems and ITV.
- 25%** Provide specialized analysis, design, planning, acquisitions, installation, configuration, testing, quality assurance, troubleshooting and problem resolution for complex, campus wide, technology systems for classrooms, buildings and event facilities including preparing wiring diagrams, planning and installing cables, configuring settings and drivers, working with architects and contractors, and resolving complex installation and operational problems. Coordinate complex and major installs and remodels. Develop system component standards.
- 20%** Provide expert consultation to determine and analyze user technology needs and problems. Plan and conduct trainings. Provides leadership and expert consultations for large-scale and campus-wide systems integrating new technologies. Provide leadership

and technical expertise to unit staff, lead major projects and resolve campus-wide technology issues. Function as recognized expert to resolve and assess media technology issues.

- 10%** Determine specifications, order receive and test media system technologies, hardware, software and peripherals, work with vendors. Provide campus-wide consultation on technology specifications, needs assessment, ordering.
- 20%** Independently install, maintain, operate and support specific application production software and hardware; Design and produce digital media.
- 5%** 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.
- 5%** Order and receive Media materials.
- 5%** Maintain records and budgets.

### **Summary of Mr. Phipps' Perspective**

Mr. Phipps wrote in the "Max Phipps: Evolution of Position" document, in part,

"...My involvement in the evolution of Media Services has been quite intimate. I am the only remaining Media Services employee that has been here since the days of step and fetch it. I have been and continue to be intimately involved in the step and fetch it, planning for, researching of, consulting with, purchasing of, installation of, programming of, and monitoring of every piece of equipment installed on this campus. I am the lead in our department when my supervisor, who is faculty, is not on contract winter and spring breaks and summer quarter. I am often sought out by others for technological advice and expertise both inside and outside my department as well. None of this is my class code 204F, Photographer II job description, yet I have been doing this for twenty four years now. This work is assigned to me, and is and has been an expectation in my performance reviews for many years now. In fact, these duties now comprise in excess of 80% of my job on an ongoing basis." (Exhibit A-4)

During the review conference, Mr. Phipps noted that he has been at EvCC for 24 years and during this time there have been major changes. He discussed the significant change from stand-alone classroom equipment to the current instructor's stations with networked electronic equipment in each classroom. Previously, individual pieces of equipment, such as projector, video player, screens, etc. were in a classroom, often on a cart that could be moved to another classroom as needed. Mr. Phipps indicated in each classroom, these media equipment pieces are now networked together by cable with remote controls on the instructor's station; the instructor is not turning each piece of equipment on and off during class time. Mr. Phipps stated that the Media Services team is responsible for installing new instructor stations and retro-fitting older classroom stations with current equipment and network cables. This is an on-going effort to have each classroom equipped with the latest equipment networked and remote controlled.

Mr. Phipps discussed his role working with contractors and campus administrators during building and remodeling construction on campus. Although the Graywolf Hall was constructed a few years ago, Mr. Phipps indicated that it is an example of his responsibilities with new and

remodeled buildings. This was the first building where Media Services staff installed the Crestron control systems and the touch interface panels to control the classrooms' media equipment rather than using separate remote controls. As a member of the building team, Mr. Phipps met with the campus and construction team every week. If an item came up that pertained to the media and instructional requirements of the building, he would respond to the issues on behalf of Media Services. Mr. Phipps was responsible for specifying the media related equipment to be purchased and installed. He stated that he wrote the initial specifications and instructions for the Creston equipment and audio cables in the new building. During the new building walk-through, Mr. Phipps discovered the cables were cut short at the floor rather than having the 6 foot extension as specified in the plans. He worked with the contractor to have the faulty cables replaced with the required lengths. Mr. Phipps indicated he continues to be a member of building and remodeling teams on campus. Mr. Phipps indicated that the Media Services team continues to retro-fit faculty stations in classrooms with the newer, net-worked equipment which includes computers, document cameras, DVD/VCR units, and data projectors.

Mr. Phipps indicated that his daily responsibilities require many of the same skills and abilities that are held by IT Specialists including designing, configuration, installation, maintenance, and troubleshooting on media computer software, hardware and operating systems, video streaming servers, and network monitoring and troubleshooting.

During the conference, Mr. Phipps also stated that less than 33% of his work time is spent performing photography work on campus. He responds to requests such as creating covers for campus materials, making digital images of old (1943) film, and photos or portraits for campus products or catalogs. Occasionally he produces a film for a telecourse, as requested.

Mr. Phipps explained that during his supervisor's absences, he is the designated lead person for the Media Services unit. His supervisor, Ms. Goodhope, is a faculty member and normally is not on campus during summer quarters and the quarterly breaks. He indicated that if something unusual happens during her absence, he will e-mail her to keep her informed and to receive input. He stated he does not approve leave or schedule changes for other employees in the unit. Mr. Phipps noted that on a daily basis he provides lead assistance and direction to the other media employees by answering questions, providing instruction on how to resolve problems with equipment or other issues, and assigns team members, when necessary, to ensure that a work order is filled.

On the PRR, Mr. Phipps indicated the duties and responsibilities he performs that are outside of his present classification of Photographer 2 include the following: (Exhibit A-1 pg. 2)

- Provide expert high-level technical support for campus-wide integrated media technologies including classroom systems, and ITV.
- Provide specialized analysis, design, planning, acquisitions, installation, configuration, testing, quality assurance, troubleshooting and problem resolution for complex, campus wide, technology systems for classrooms, buildings, and event facilities including preparing wiring diagrams, planning and installing cables, configuring settings and drivers, working with architects and contractors, and resolving complex installation and operational problems. Coordinate complex and major installs and remodels. Develop system component standards.
- Provide expert consultation to determine and analyze user technology needs and problems. Plan and conduct trainings.

- Provide leadership and expert consultations for large-scale and campus-wide systems integrating new technologies. Provide leadership and technical expertise to unit staff, lead major projects and resolve campus-wide technology issues. Function as recognized expert to resolve and assess media technology issues.
- Determine specifications, order, receive and test media system technologies, hardware, software and peripherals, work with vendors.
- Provide campus-wide consultation on technology specifications, needs assessment, ordering.
- Independently install, maintain, operate and support specific application production software and hardware.
- 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.

### **Summary of Supervisor Comments (Exhibit B-13)**

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

“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. Media Services technologies at Everett Community College are some of the most advanced state-wide. Support, design, and control of these systems has become increasingly complex. 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... This position provides unit leadership and is the specialized expert resources on these technologies.”

Ms. Goodhope also 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 “IT – Media Services” positions is an equitable solution and would bring these employee’s classification up to date. This position provides unit leadership and is the specialized expert resource on these technologies...” (Exhibit B-13 pg. 25) 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 Consultant, in a memo dated August 18, 2014, responded to the request for review of Mr. Phipps' position. She wrote in part:

"The review confirmed that your correct classification is Photographer 2. Individuals in the Photographer 2 classification perform a variety of photographic tasks, such as taking and processing digital images.

Your position includes these duties, plus many additional duties including video production and media services work. Your duties include set-up and operation of complex media systems, hardware and software. You provide advice and assistance to faculty and staff regarding selection, operation and scheduling of photographic and media equipment. You lead assigned projects, including developing plans, setting and maintaining schedules, and coordinating activities. You analyze and resolve complex technical problems related to media services...."

"... While there appears to be some overlap between the Media Technician series and the IT Technician series, a detailed review of the class specifications and the additional information you provided, clarified that the nature of your work supports the Media Services program, and not the College's overall IT Infrastructure. You support integration of media technologies, including Lecture Capture (used by instructors) the classroom teaching stations and their Crestron control systems, and the campus emergency warning system (Informacast)...."

"...The nature of the work and the focus of your position supports the media, classroom, conference, and audio visual systems that fall under the responsibility of Media Services rather than the overall college IT infrastructure."

During the review conference, Ms. Nichols confirmed that, although not a perfect match, she felt the Photographer 2 is the best fit for the overall duties and responsibilities assigned to Mr. Phipps' position. (Exhibit A-2)

### **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.

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 with the definition that includes the position Mikitik v Depts. of Wildlife and Personnel, PAB No. A88-021 (1989)

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.

### **Comparison of Duties to Information Technology (IT) Specialist classes**

#### **Class Series Concept for IT Specialist classes is on the IT Specialist 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.

In completing the PRR, Ms. Goodhope, supervisor, described the Position Purpose of Mr. Phipps' position as:

"Provides expert level technical support and development for computer integrated, campus-wide media system technologies including consulting, designing, installing, ...and technical support for hardware, software and applications classroom technologies, control systems, ITV, campus events, production. Works independently, provides unit leadership and innovative solutions to determine and meet client and user needs. Serves as large scale project lead and technology resource for others in unit and campus-wide resource for media system needs and applications." (Exhibit B-13)

The primary focus of Mr. Phipps' position is specific to providing expert technical support and development for computer integrated, campus-wide media system technologies. Mr. Phipps' delegated responsibilities include consultation, design, installation, and technical support for hardware, software and applications of classroom technologies, control systems, ITV, and campus events production.

For example, his responsibilities include providing expert-level technical support for campus-wide integrated media technologies, including classroom systems and ITV. He resolves complex installation and operational problems for the integrated media technologies in classrooms. He functions as the recognized campus expert to resolve and assess media technology issues. Mr. Phipps researches media equipment and software options and makes

decisions on purchase selections. He provides training on how the media equipment is to be installed, cabled and repaired as necessary.

Mr. Phipps provides leadership and technical expertise to media unit staff and leads major projects. Mr. Phipps also serves as a large scale project lead and technology resource for others in the media unit. He is a campus wide resource for media system needs and applications. During his supervisor's absence, he is delegated lead duties for the media unit staff.

Mr. Phipps' assigned work includes designing, installing, maintenance and technical support for the classroom's instructor stations which contain networked media equipment with remote controls. During new building construction and/or remodeling of existing buildings, Mr. Phipps is part of the campus Building Team and works with the contractors to ensure the required specifications and instructions for the Creston equipment and cables are installed/provided in the new/remodeled building. This is critical for the installation of the instructors' stations in the classrooms.

Overall the nature and focus of Mr. Phipps' assignments are directed to supporting media-related technologies and systems responsibilities rather than providing "professional information technology systems or applications support" as anticipated by the Class Series Concept of the IT Specialist classes. Additionally, the focus of Mr. Phipps' position does not fit within one of the Information Technology disciplines listed in the Class Series Concept.

The focus on media-related duties of Mr. Phipps' position is outside the scope of the IT Specialist Class Series Concept. Mr. Phipps' position's responsibilities do not encompass the anticipated level of professional information technology systems or application support described by the Class Series Concept. The Information Technology Specialist class series is not the best fit for allocation of his position. Mr. Phipps' position should not be allocated to the Information Technology series.

### **Comparison of Duties to Photographer 2 (204F)**

There is not a Class Series Concept for the Photographer series.

#### **Definition**

Performs a variety of photographic tasks; takes still pictures of medical, scientific and/or other technically difficult subjects such as biochemical gels and anatomical specimens.

#### **Distinguishing Characteristics**

Under general direction, performs a variety of technical photographic tasks such as taking and processing digital images, photomicrography and color printing.

Ms. Goodhope wrote that the purpose of Mr. Phipps' position is to:

"Provides expert level technical support and development for computer integrated, campus-wide media system technologies including consulting, designing, installing, ...and technical support for hardware, software and applications classroom technologies, control systems, ITV, campus events, production. Works independently, provides unit leadership and

innovative solutions to determine and meet client and user needs. Serves as large scale project lead and technology resource for others in unit and campus-wide resource for media system needs and applications." (Exhibit B-13)

The purpose of Mr. Phipps position does not align with the expectations of the Definition and Distinguishing Characteristics of the Photographer 2 class. Rather, the majority of Mr. Phipps work time is directed to providing expert level technical support and development of media system technologies, particularly those technologies used for the instructor's stations which are installed in classrooms.

Additionally, Mr. Phipps indicated during the review conference, that he spends less than 33% of his work time as a photographer. He stated that his photography duties usually are in relation to promotional video production, tele-courses, and/or photography for campus products such as the CWU schedule cover. He makes digital images of CWU historical film pictures dating back to 1943. He also does some promotional images for theater. He does not take medical or scientific pictures. He stated he does not take pictures of items such as biochemical gels and anatomical specimens or other difficult subjects.

The PRR indicates that Mr. Phipps spends approximately 20% of his work time to:

"Independently install, maintain, operate and support specific application production software and hardware; Design and produce digital media." (Exhibit B-13 pg. 20)

For a position to be allocated to the Photographer 2 class, a majority of the work time (51%) must be spent performing the duties described by the Definition and Distinguishing Characteristics. As indicated on the PRR and as noted during the conference discussion, Mr. Phipps spends 33% or less of his work time doing photography and related responsibilities.

Overall, the purpose, nature, focus and the majority of assigned duties of Mr. Phipps' position do not align with the scope of photography responsibilities anticipated by the Definition and Distinguishing Characteristics of the Photographer 2 class. The Photographer 2 class is not the best fit for allocation of Mr. Phipps' position. His position should not be allocated to this class.

### **Comparison of Duties to Media Engineer A (200L)**

**There is not a Class Series Concept for this series.**

#### **Definition**

Coordinates engineering design, installation, operation and maintenance of media systems and services including digital multimedia devices and their integration into systems.

#### **Distinguishing Characteristics**

Responsible for technical planning, design, procurement, construction, and installation of digital multimedia and audio-visual electronic media systems. Positions require knowledge of Federal Communications Commission regulations and state and local laws relating to closed-circuit telecommunications.

Positions are distinguished by their responsibility for designing, developing, and installing audio-visual systems and may coordinate and direct the work of technical personnel and assistants in engineering operations and maintenance.

At first review, it appears that Mr. Phipps responsibilities for design, installation, operation and maintenance of media systems are reflected in this classification. However, during the review conference, I asked Mr. Phipps if his work requires that he be knowledgeable about the Federal Communications Commission regulations and state and local laws relating to closed-circuit telecommunications. He responded that his work duties do not require that knowledge.

As the requirements and responsibilities of Mr. Phipps' position do not fully match the level of knowledge required by the Distinguishing Characteristics, such as knowledge of FCC regulations and state and local laws pertaining to closed circuit telecommunications, the Media Engineer A class is not a best fit for Mr. Phipps' position. His position should not be allocated to this class.

### **Comparison of Duties to Media Maintenance Technician (MMT)**

#### **Class Series Concept for MM Technician is on MMT 1 (592E)**

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.

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.

Ms. Goodhope described Mr. Phipps' position's purpose as:

"Provides expert level technical support and development for computer integrated, campus-wide media system technologies including consulting, designing, installing, and technical support for hardware, software and applications classroom technologies, control systems, ITV, campus events, production. Works independently, provides unit leadership and innovative solutions to determine and meet client and user needs. Serves as large scale project lead and technology resource for others in unit and campus-wide resource for media system needs and applications." (Exhibit B-13)

Ms. Goodhope, supervisor, states that Mr. Phipps assigned responsibilities are (in part):

- Provide specialized analysis, design, planning, acquisitions, installation, configuration, testing, quality assurance, troubleshooting and problem resolution for complex, campus wide, technology systems for classrooms, buildings, and event facilities, including preparing wiring diagrams, planning, and installing cables, configuring settings and drivers, working with architects and contractors and resolving complex installation and operational problems. Coordinate complex and major installs and remodels. Develop system component standards.
- Provide leadership and expert consultations for large scale and campus wide systems integrating new technologies. Provide leadership and technical expertise to unit staff, lead major projects and resolve campus-wide technology issues. Function as recognized expert to resolve and assess media technology issues.
- Determine specifications, order, receive and test media system technologies, hardware, software and peripherals, work with vendors. Provide campus-wide consultation on technology specifications, needs assessment, ordering. (Exhibit B13, pg. 20)

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 as described by his supervisor, Mr. Phipps' overall assigned responsibilities and position's purpose are aligned with and reflect the expectations encompassed by the Class Series Concept for Media Maintenance Technician classes. For example, Mr. Phipps' responsibilities require that he provide information and direction to building construction and remodel contractors regarding the design, installation and cabling needs for classroom technologies. He consults with faculty on the instructor's stations and control systems for the classroom-networked equipment and lighting systems. Mr. Phipps' responsibilities include ordering, installing, and maintaining networked media equipment systems in computer assisted classrooms and events facilities. He provides training on the media equipment systems.

Overall, Mr. Phipps' assignments and responsibilities are consistent with the expectations of the Media Maintenance Technician Class Series Concept. His position should be allocated within this series.

### **Comparison of duties to Media Maintenance Technician Lead (592H)**

#### **Definition**

Lead assigned personnel and perform complex media maintenance work troubleshooting, maintaining, constructing, installing and repairing media and/or multi-media equipment and systems.

#### **Distinguishing Characteristics**

Regularly assign, instruct and check the work of others. 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.

On the PRR, Ms. Goodhope indicates that Mr. Phipps is lead for three other full time, permanent employees in Media Unit: Bill Hunnewell, Michael Goos and Christopher McNeely. Mr. Phipps also has responsibilities for maintaining fiscal records. Ms. Goodhope also stated that Mr. Phipps, "provides leadership and expert consultation for large-scale and campus-wide systems integrating new technologies. Provides leadership and technical expertise to unit staff, lead major projects and resolve campus-wide technology issues." (Exhibit B-13 pg. 23-24)

During the review conference, Mr. Phipps noted that his supervisor, Ms. Goodhope, is a faculty member and is absent from campus during the end-of-quarter and summer breaks. During his supervisor's absences, Mr. Phipps is designated as the lead person of the Media Services team, which includes three other full time employees. Mr. Phipps indicated he provides lead direction, conducts training, answers questions and oversees the work of the other three, full time employees.

Mr. Phipps also explained that daily he provides lead direction for the Media Services team members when they have questions or problems that need to be resolved. Mr. Phipps described the daily morning meetings when the four team members get together and go through the work orders for the day. Each member determines which order(s) he will take and complete. Mr. Phipps stated that when he believes a job requires more than one person, he will assign an additional team member to work on that particular job. He also answers questions about the work orders and as necessary provides training, information and instructions.

Ms. Goodhope describes Mr. Phipps responsibilities to include: "Provide expert high level technical support for campus-wide integrated media technologies including classroom systems and ITV. Provide specialized analysis, design, planning, acquisitions, installation, configuration, testing, quality assurance, troubleshooting and problem resolution for complex, campus-wide, technology systems for classrooms, buildings and event facilities including preparing wiring diagrams, planning and installing cables, configuring settings and drivers, working with architects and contractors and resolving complex installation and operation problems. Coordinate complex and major installs and remodels. Develop system component standards." (Exhibit B 13 pg. 20)

Mr. Phipps explained that he works with instructors regarding special equipment needs and approves, selects and orders specific equipment to be installed in a classroom. Mr. Phipps noted that if another department is funding the changes, he ensures that the funding is correctly transferred. For the on-going retro-fit of classrooms, he also selects the equipment to order, ensures that it works with the campus systems, and schedules installation.

Overall, the nature, focus and level of responsibilities of Mr. Phipps' described duties closely align with the level of responsibilities anticipated and described in the Media Maintenance Technician Lead class. In addition, 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. Phipps' duties include the following:

**Typical Work, in part:**

- Troubleshoot, repair, maintain, install, and test media equipment and systems such as television monitors, amplifiers, video cameras, 24 channel mixing consoles, special effects generators, video tape machines, satellite reception systems, videotape edit suites,

projectors, audio recording monitoring equipment, digital audio-processing equipment, theater lighting systems, audio/video distribution systems;

- ..., design specialized complex electronic media ...installations such as audio or video distribution systems; generate block diagrams, design circuits, and select components; ...prepare appropriate documentation including instruction manuals;
- Recommend update and/or replacement service work for major media control systems;
- Assist in media installation planning;
- Use electronic test equipment ...

Mr. Phipps has a critical role in ensuring that Media Services provides expert guidance and service in the installation and up-grading for the networked media equipment in the computer assisted classrooms and event centers at EvCC. It is also clear that Mr. Phipps is highly valued and trusted by EvCC faculty, staff and management. A position's allocation does not diminish the quality of work performed and is not a reflection of performance or an individual's ability to perform higher level work. Rather, 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 the overall duties, level of responsibility, and scope of assignments, the Media Maintenance Technician Lead is the best fit for Mr. Phipps' position. His overall level of assigned media-related technical responsibilities and decision making authority are aligned with this class. Specifically the lead role he provides to the three, full time Media unit staff for training, assigning, and overseeing media related technology installations, is encompassed by the Media Maintenance Technician Lead classification. Mr. Phipps' position should be reallocated to the Media Maintenance Technician Lead class.

### **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 3<sup>rd</sup> floor of the Raad Building, 128 10<sup>th</sup> 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. J. Max Phipps, employee  
Ms. Linda Nichols, EvCC Human Resources  
Ms. Jeanie Goodhope, EvCC Media Services  
Ms. Phyllis Alexander, Representative, WFSE

Enclosure: List of Exhibits

**MAX PHIPPS v EVERETT COMMUNITY COLLEGE**

**ALLO-14-088**

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C. Class Specifications

1. Photographer 2
2. Photographer Supervisor
3. IT Specialist 5
4. Media Technician Supervisor

5. Media Engineer A
6. Photo-Media Specialist
7. Media Maintenance Technician Lead
8. Media Maintenance Technician