



**STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT**

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM
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October 12, 2015

TO: Kristie Wilson
Acting Rules and Appeals Manager

FROM: Cherie L. Willhide, SPHR
Director's Review Investigator

SUBJECT: Trung Nguyen v. Seattle Community College (SSC)
Allocation Review Request ALLO-15-057

Director's Determination

On May 11, 2015, the Director's Review Program received Mr. Nguyen's request for an appeal of SCC's allocation determination. A Director's Review hearing was held with all parties on September 30, 2015.

As the Director's designee, I carefully considered all of the documentation in the file, including the exhibits discussed during the Director's review conference and the verbal comments provided by the parties. Based on my review and analysis of Mr. Nguyen's assigned duties and responsibilities, I conclude his position should be reallocated to the Information Technology Specialist 1 (ITS1) classification.

Background

On February 19, 2015, SCC Human Resources (SCC-HR) received Mr. Nguyen's Position Questionnaire for Classified Positions form, requesting that his position be reallocated to the Information Technology Specialist 1 (ITS 1) classification (Exhibit B-2).

SCC-HR conducted a position review and by letter dated April 13, 2015, notified Mr. Nguyen that his position was being reallocated from the Information Technology Technician 1 class to the Information Technology Technician 2 classification (Exhibit B-1).

On May 11, 2015, Office of Financial Management (OFM), State Human Resources (SHR), received Mr. Nguyen's request for a Director's review of SCC's allocation determination (Exhibit A-1).

On September 30, 2015, I conducted a Director's review conference with Trung Nguyen (SCC), James Dannen, Representative, Washington Federation of State Employees (WFSE); Kathy Vedvick, Human Resources Consultant (SCC); Irina Minasova, Executive Director of the Business Office (SCC); Thary Khun, IT Specialist 5 (SCC); and Josh Grant, IT Specialist 5 (SCC).

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. Nguyen provides information technology helpdesk support for SCC, serving as technical liaison/problem solver between the IT department and SCC students, faculty and staff. Mr. Nguyen's major job duties and responsibilities are summarized from the Position Questionnaire for Classified Positions as follows (Exhibit B-2).

20% - Creating Network Accounts in Microsoft Windows Server 2012 R2 Active Directory Schema

- Create/disable employee/student network accounts.
- Add Users to specific user groups for shared drive access
- Configure Xerox Equitrac Access for employees
- Request email accounts and provide username and password to requester.
- Create local Outlook user profile.
- Create network folders user data profile with network account permissions.

20% - Software Troubleshooting

- Troubleshoot various software issues and apply suitable solution.

5% - Install Software/Drivers

- Install requested software and drivers as needed on employee workstations.

5% - Hardware Troubleshooting/Installation

- Install workstation hardware
- Troubleshoot hardware issues
- Inventory and deploy hardware
- Perform warranty work

5% - Account Issues

- Correcting network account issues
- Fixing account permissions and user profiles
- Reset Passwords

5% - Printing Issues

- Replace printing supplies
- Troubleshoot printing issues
- Add/modify Xerox print credit
- Send QBSI service requests

5% - Image/Reimage/Deploy PC

- Add PCs to the Printer Deployment Groups
- Utilize Symantec Ghost for imaging/reimaging of PCs
- Make/adjust DHCP Reservations
- Perform Active Directory/Outils work
- Inventory new PCs/Monitors

5% - Network Issues

- Change switch ports.
- Change vlan port assignments
- Utilize port and cable tester
- Install/replace network cables

5% - Special Projects

- Wiring
- Surplus
- Install SCM
- Identify firewall disabled PCs with group policy management
- Install wireless access points

25% - Other

- Monitor help desk/phone
- Monitor SCM
- Monitor print server
- Speak with faculty/staff/students in person or on phone
- Write and respond to emails
- Check/review logs and network monitoring software
- Order printer supplies
- Modify PC wake-up list
- Create shared network folders
- Recover files
- Scan PC and network drives for malware and viruses
- Research work related information/solutions
- Other duties as assigned

Summary of Mr. Nguyen's Perspective

Mr. Nguyen asserts the majority of his duties meet the requirements of the ITS 1 classification. He believes the responsibilities required in responding to help desk tickets reaches the scope and level of responsibility stated in the ITS 1 class. Specifically, he states in the Questionnaire for Classified Positions form that his position responsibilities in imaging/reimaging, creating network accounts, wiring, changing vlan port assignments, changing switch ports, hardware and software troubleshooting, utilizing port and cable testers and scanning network drives for malware and viruses require more independence and greater decision making authority than indicated in the IT Technician 2 class.

Summary of SCC's Reasoning

SCC asserts that the work that Mr. Nguyen performs does not have the scope or level of responsibility required by the ITS 1 class. SCC asserts that the primary focus of Mr. Nguyen's position is to perform helpdesk tasks: receiving and recording problem reports from the facility, staff and students by email, phone and in-person and loading them into the helpdesk system. SCC asserts this level of support is consistent with the IT Technician 2 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 Technician

The Class Series Concept states:

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

This series is distinguished from the Information Technology Systems Specialists by the requirement for following established procedures and guidelines to complete information technology system and application support tasks. [Emphasis added]

The State HR *Glossary of Classification Terms* defines "Entry" as:

Entry - Performs beginning level work under close or direct supervision. Incumbents typically work within narrowly established guidelines and parameters. Duties are often repetitive and routine and decision-making is limited. Clear work directions and parameters are provided and outcomes are reviewed by higher levels.

The Information Technology Technician series is intended to describe positions which perform entry-level IT support work. This involves following narrowly established guidelines. Duties are often repetitive and routine. Decision-making authority is limited. Clear work directions and parameters are provided and outcomes are reviewed by higher levels on regular basis.

In addition, this series is distinguished from Information Technology Specialist series by the scope and level of IT work involved and the degree to which incumbents follow established procedures and guidelines to complete information technology support tasks. This involves the amount of supervision and degree of independence with which the employee works.

First, the level of independence and scope of supervision Mr. Nguyen receives in performing his duties extends beyond the intent of this class series. This includes the amount of oversight he receives, the latitude he has in determining the work methods and priorities to apply in completing his work on a daily basis, the scope and level of decision-making authority that has been delegated to his position and the extent to which his completed work assignments are reviewed. For example: Mr. Nguyen independently prioritizes and completes his daily work assignments, and his work is generally reviewed after it is completed. This reaches beyond the scope of supervision anticipated by this series in which the work is frequently reviewed for accuracy, completion and adherence to instructions.

Therefore, Mr. Nguyen's overall level of supervision and scope of independence in completing his work assignments reaches beyond the scope anticipated by the Information Technology Technician series.

There is no Definition for the Information Technology Technician 2 class.

The Distinguishing Characteristics for this class state:

Under general supervision, follows established procedures to perform routine technical tasks such as testing, installing, maintaining, supporting, and/or averting hardware/software system failures on client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware. Incumbents have a working knowledge of computer systems and are able to complete routine tasks without help. Problems/issues are referred to a higher level or to another support group for resolution. In a training capacity, may participate in basic programming or computer analysis.

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 classification. The Information Technology Technician 2 typical work statements include the following:

Follows structured procedures to perform routine technical support tasks such as re-imaging systems' replicating software images, installing software, upgrading memory; installing a new hard drive or floppy drive. Uses basic diagnostic software and utility tools to troubleshoot problems.

Installs, tests, and maintains hardware and software products. Performs routine preventive maintenance tasks for computers, peripheral, and/or data communication equipment;

Works with new users to complete access request forms, researches the access requested, types memos requesting access and transmits for approval. Sets up access and passwords upon approval;

Assists higher-level technicians and/or specialists in installing and/or repairing complex pieces of equipment;

Maintains printers, disk drives, and tape drives. Creates log-in ID's, resets passwords;

Receives and records trouble reports from customers. Executes scripts. Routes trouble tickets to a higher level for resolution. Notifies customers about outages, system problems, etc.;

Serves as a liaison between the customer and information technology support services;

Maintains service logs and/or on-line trouble logs and resolve client requests;

Assists with moves related to network operations and employees;

Calls vendors to do cabling for networks and phones;

May assist others with basic programming or computer analysis

While a portion of Mr. Nguyen's work involves performing routine information technology support work, as a whole, Mr. Nguyen's position duties exceed the requirements of the IT Technician 2 class.

For example, Mr. Nguyen's duties extend beyond the scope of this class of receiving and recording trouble reports from customers and routing trouble tickets to a higher level for resolution. Mr. Nguyen performs these duties independently. Mr. Nguyen independently completes hardware and software additions and changes related to network operations for staff and employees of SCC in addition to assisting higher level technicians with more complex tasks. Additionally, Mr. Nguyen's duties also include installing/moving student and/or staff computers and related equipment and supporting various IT special projects including wiring.

As a whole, the overall scope and level of responsibility assigned to Mr. Nguyen's position reaches beyond the requirements of the Information Technology Technician 2 class. Mr. Nguyen has the latitude to independently establish and adjust his daily work priorities and assignments.

Therefore, the focus and scope of duties, and the overall level of responsibility assigned to his position extend beyond requirements of the Information Technology Technician 2 class and his position should not be allocated to that class.

Comparison of Duties to Information Technology Specialist 1 (ITS 1)

The Definition for the Information Technology Specialist 1 (ITS 1) class states:

In support of information systems and users, performs routine analysis, programming, installation, maintenance and/or systems support. Diagnosis and resolves low-risk problems using pre-determined methods on computer or telecommunication software and/or hardware, or applications running in standalone, client/server, web-based and/or networked environments. Priorities are set by others and many non-routine problems are referred to a higher level or to another support group for resolution. Positions work under close supervision and work is oriented toward productivity, skill development, and development of professional judgment.

Mr. Nguyen's level of responsibility for providing IT helpdesk support for SCC staff and employees is consistent with these statements. Mr. Nguyen follows established work methods and procedures to complete standard level network infrastructure support tasks. The majority of his tasks are limited in scope and impact individuals or small groups. He has some latitude on resolving issues and moderate or complex issues are referred to a higher level IT specialist position for resolution.

Mr. Nguyen provides standard-level technical IT support for the SCC's students, faculty and staff. For example, his duties include processing requests for hardware and hardware installations, software and software installations and dealing with networking issues. He responds to and resolves trouble reports from users, and independently consults with customers to identify and analyze problems. Mr. Nguyen troubleshoots

standard problems and resolves issues or refers complex problems to higher level specialists for resolution which is consistent with this class.

Although the examples of work do not form the basis for an allocation, they lend support to the work envisioned within a classification. The following examples of work are listed under the ITS 1 class and most relate to the duties he performs:

Diagnoses and resolves hardware problems. Installs system components or peripheral hardware. Under supervision, carries out small-scale or incidental cable installation;

Assists in identifying customer problems on the use of applications or applications installed on multiple platforms and suggest remedies. Isolates application or system problems and coordinates resolution. Assists in testing and verifying system changes. Prepares problem reports;

Review system logs and messages to identify events and errors. Runs basic tests on hardware/software. Performs simple repairs/fixes using pre-determined methods to resolve relatively low risk problems. Reports more substantive problems to a higher level for action;

Schedules and implements ongoing maintenance such as...cleaning printers, obtaining the latest virus checkers, etc.;

Assists with the disposal of surplus property.

These examples of work are consistent with the duties Mr. Nguyen performs.

For example, Mr. Nguyen resolves network and connectivity issues. He responds to requests for system access and provides assistance to faculty, staff and students in dealing with computer issues. He troubleshoots PC hardware issues and replaces parts when necessary. He also installs and moves student and staff computers and related equipment and works on various IT projects as assigned.

Mr. Nguyen performs standard IT support to the SCC campus. According to his supervisor, Mr. Nguyen has been given full authority as a professional technician to work directly with SCC staff at all levels when troubleshooting, resolving problems/issues they have encountered. In total, when considering the overall scope of duties and the level of supervision and decision-making Mr. Nguyen exercises in his position, the ITS 1 class provides a better fit.

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 concurred with the former Personnel Appeals Board's conclusion 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. *Allegri v. Washington State University*, PAB Case No. ALLO-96-0026 (1998).

Therefore, 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).

In this case, the level, scope and diversity of the overall duties and responsibilities of Mr. Nguyen's position best fit the ITS 1 classification. His position should be reallocated 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 3rd floor of the Raad Building, 128 10th Avenue SW, Olympia, WA. 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: Trung Nguyen, SCC
Kathy Vedvick, SCC HR

Enclosure: List of Exhibits

A. Trung Nguyen Exhibits

1. Ticket History Summary Table
2. Nguyen Ticket History by month
3. IT Specialist 1 Ticket History Detail
4. Nguyen Ticket History Detail
5. Information Tech 2 Ticket History Detail
6. Information Tech 1 Ticket History Detail

B. SCC Exhibits

1. Determination of Reallocation Request Document (pages 1 – 3)
2. Position Questionnaire (pages 4 – 20)
3. Information Technology Technician 2 Job Specification (page 21)
4. Information Technology Specialist 1 Job Specification (page 22 - 23)
5. Analysis of Job Tickets

C. Class Specifications

1. IT Technician 2
2. IT Specialist 1