

State of New Hampshire



PERSONNEL APPEALS BOARD
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APPEAL OF DEXTER HOWE

Docket #94 - C - 14

New Hampshire Technical Institute

March 21, 1996

The New Hampshire Personnel Appeals Board (McNicholas, Bennett and Johnson) met Wednesday, September 19, 1995, under the authority of RSA 21-I:57, to hear the classification appeal of Dexter Howe. Mr. Howe, who appeared *pro se*, was appealing the Division of Personnel's December 14, 1993, decision and February 9, 1994, reconsideration decision denying his request for reclassification of his position of Computer Equipment Technician (salary grade 18) to Technical Support Specialist I (salary grade 24). Virginia Lamberton, Director of Personnel, appeared on behalf of the Division of Personnel.

In his request for reclassification, Mr. Howe asserted that the increase in computer installations and networks throughout New Hampshire Technical Institute, warranted his reclassification.

The Division of Personnel maintained that although there have been changes in the number of computers and computer networks at New Hampshire Technical Institute, those changes are not sufficient to warrant a reclassification of the position. The Division of Personnel noted that Mr. Howe's position was reviewed and reclassified in August, 1989, from Laboratory Assistant II, salary grade 11 to Intricate Equipment Repairman III, salary grade 13, and again in April, 1992, from Intricate Equipment Repairman III, salary grade 13 to Computer Equipment Technician, salary grade 18. Ms. Lamberton asserted that in the eighteen months since Mr. Howe's last reclassification, changes in his duties and responsibilities were not sufficient to warrant a reclassification.

Having reviewed the documents submitted by the parties, and having considered their oral arguments, the Board made the following findings of fact:

1. The basic purpose of the classification of "Computer Equipment Technician," as defined by the class specification is:

¹ At the conclusion of the hearing, Director Lamberton submitted proposed findings of fact and rulings of law. While the Board is mindful of its obligations to respond to proposed findings of fact and rulings of law, and finds them helpful in focusing the Board's review on the material facts in dispute, detailed, compound findings which do not allow the Board to focus on the issues are not helpful in reaching a decision. Therefore, the Board made its own findings. To the extent that the Director's proposed findings are consistent with the Board's decision, they are granted. Otherwise, they are denied.

"To test, repair, install and operate computer mainframes and peripheral equipment."

2. The basic purpose of Mr. Howe's individual position of Computer Equipment Technician, approved on December 8, 1993, is:

"To apply theory and practical procedures to evaluate the use of all campus computers and communications networks, including the related hardware and software."

3. The basic purpose of the classification of "Technical Support Specialist I" is:

"To apply theory and testing procedures in evaluating the use of computer operating, communications, and data base management systems and related software and technical data."

4. The current classification plan has nine evaluation factors including Skill, Knowledge, Impact, Supervision, Working Conditions, Physical Demands, Communication, Complexity, and Independent Action. All positions in the State classified service, from salary grade 1 through salary grade 34, are rated from level 1 to level 6 for each of the evaluation factors.

5. Reclassification of Mr. Howe's position from Computer Equipment Technician to Technical Support Specialist would require increases in five of the nine evaluation factors:

Factor	From	To
Knowledge	60 - level 3	85 - level 4
Impact	20 - level 3	70 - level 5
Communications	20 - level 3	55 - level 5
Complexity	80 - level 4	110 - level 5
Independent Action	30 - level 3	75 - level 5
TOTAL	330 S.G. 18	495 S.G. 24

6. The classification of "Technical Support Specialist" recognizes a position's responsibilities for achieving major aspects of long-range agency objectives by planning short-term and long-term organization goals, reviewing recommendations for procedural changes, and developing or revising program policies and for planning policies and long term strategies. Mr. Howe's classification questionnaire does not provide evidence that he has responsibility for achieving major Technical Institute objectives, nor does it demonstrate that he has responsibility for developing or revising program policies or long-term strategies.

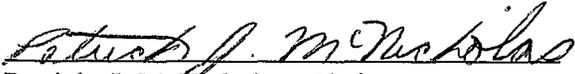
7. The classification of "Technical Support Specialist" recognizes a position's responsibilities for evaluating work procedures and supervising the development of professional, technical and managerial standards under administrative direction and according to broad departmental guidelines. Mr. Howe's classification questionnaire does not provide evidence that he has responsibility for development of professional,

technical or managerial standards for computer network operations.

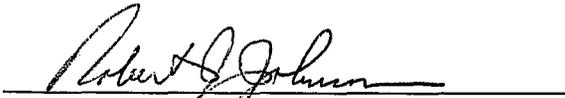
8. The primary changes in Mr. Howe's duties and responsibilities are related to volume, both in the number of units of equipment, diversity in the network operating systems, and the types of software in use at NHTI.

Based on the foregoing, the Board determined that there was insufficient evidence of substantial or material change in the duties and responsibilities to warrant a reclassification of Mr. Howe's position from Computer Equipment Technician, salary grade **3.8**, to Technical Support Specialist I, salary grade 24. Accordingly, the Board voted unanimously to deny Mr. Howe's appeal, finding that his current classification and salary grade fairly represent his duties and responsibilities for insuring that all computers and computer systems at New Hampshire Technical Institute are in operational condition, as specified on his classification questionnaire.

THE NEW HAMPSHIRE PERSONNEL APPEALS BOARD


Patrick J. McNicholas, Chairman


Mark J. Bennett, Commissioner


Robert J. Johnson, Commissioner

cc: Virginia A. Lamberton, Director of Personnel
Sara Sawyer, Human Resources Administrator, Postsecondary Technical Education
Dexter Howe, Computer Equipment Technician, N.H.T.I.