



Department of County Management
MULTNOMAH COUNTY OREGON
 Human Resources

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To: Rachael DeMartini, IT, Help Desk, x85012
 From: Elisabeth S. Nunes, Classification and Compensation Unit (503/4) *Elisabeth S. Nunes*
 Date: January 26, 2010
 Subject: Reclassification Request #1372 (Desktop Support Specialist to Desk. Supp. Sp. Senior)

We have completed our review of your request and the decision is outlined below.

Request Information:

Date Request Received: December 14, 2009	Position Number: 706306
Current Classification: Desktop Supp. Splst.	Requested Classification: Desk. Supp. Splst. Senior
Job Class Number: 6403	Job Class Number: 6404
Pay Grade: 21	Pay Grade: 26

Request is:	<input checked="" type="checkbox"/> Approved as Requested	Effective Date: July 14, 2009
	<input type="checkbox"/> Approved - Revised	
	<input type="checkbox"/> Denied	

Allocated Classification: Desk. Supp. Splst. Sr.	Job Class Number: 6404
Pay Range: \$49,715.28 - \$61,178.40 annually	Pay Grade: 26

Please note this classification decision is subject to all applicable requirements stated in MC Personnel Rule 5-50 and may require Board of County Commissioners' approval. This decision is considered preliminary until such approval is received.

Position Information:

- Vacant - see New/Vacant Section
- Filled & incumbent reclassified - see Employee Information Section
- Filled & incumbent not reclassified with position - see New/Vacant Section

Employee Information:

Name of Incumbent Employee: Rachael DeMartini
 New Job Class Seniority Date: July 14, 2009

Date	Job Class and Number	Grade	Step	Rate	Action
July 13, 2009	Desktop Support Specialist (6403)	21	8	25.29	Pre-reclass
July 14, 2009	Desktop Support Specialist Sr. (6404)	26	3	25.29	Post-reclass

Employees in positions reclassified downward to a classification with a lower salary range will receive no change in pay. If an employee's pay exceeds the maximum of the lower salary range, pay will be frozen at the existing rate until the new salary range is higher than the employee's rate of pay. Compensation will be determined in accordance with applicable bargaining agreement or MC Personnel Rule 2-40. Any compensation or seniority adjustments will be processed in accordance with applicable bargaining agreement or MC Personnel Rule 5-50 and 2-40.

Per MC Personnel Rule 5-50-055, when the position is reclassified downward, the employee will be placed on the recall list for reappointment to the higher classification. The employee's Department Human Resource Unit will originate and process required documentation. Contact your Department HR Unit for additional information.

Reason for Classification Decision:

This position is responsible for customer support; call documentation and tracking; service level monitoring; and other miscellaneous duties as necessary. The essential duties include answering phones and emails to respond to and resolve "Tier 1 and Tier 2" issues and questions in accordance with established procedures; entering all call activity into call tracking software; ensuring the accuracy of help ticket documentation; escalating customer problems to other service providers; and contributing to research, documentation, development, and maintenance of knowledgebase.

Desktop Support Specialist (DSS) provides technical support services to internal and/or external users of desktop computer systems, including hardware, software, printers and related peripheral equipment. Desktop Support Specialist Senior (DSS Sr.) provides the same support services but with a higher level of responsibility and problem-solving. DSS identifies and resolves routine first-level problems that are limited in scope with standard or prescribed practices; whereas DSS Sr. identifies and resolves non-routine and second-level problems that are broad in scope. DSS work requires journey-level skills in the area of desktop computing; whereas DSS Sr. work requires senior-level skills in this area. DSS Sr. is distinguished from DSS in that it works more independently and occasionally provides work guidance to less experienced Support Specialists.

(Note: With the absence of any documented definition of "Tier 1 and Tier 2" issues at the County, Class Comp cannot use these terms in determining proper classification of this position.) The work described appears to include problems that are non-routine and of a higher level of responsibility than those experienced at a DSS level. The number of years experience required to perform this job exceeds the requirements for a DSS. Based on current classification specifications, this position best fits the Desktop Support Specialist Senior (6404) classification.

Appeal Rights

The outcome of a reclassification request may be appealed under Article 15 of the Local 88 contract by filing a Step 3 grievance within fifteen (15) days of receipt of this notification letter.

If you have any questions, please feel free to contact me at 503-988-5015 ext. 22342.

cc: Karin Lamberton, HR Manager
Leola Warner & Jacqueline Burns, HR Maintainers
Local 88
Class Comp File Copy