



Department of County Management  
**MULTNOMAH COUNTY OREGON**  
Human Resources

Multnomah Building  
501 SE Hawthorne, Suite 400  
Portland, Oregon 97214  
(503) 988-5015 Phone  
(503) 988-3009 Fax

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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)

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

**Request Information:**

Date Request Received: December 14, 2009  
Current Classification: Desktop Supp. Splst.  
Job Class Number: 6403  
Pay Grade: 21

Position Number: 706306  
Requested Classification: Desk. Supp. Splst. Senior  
Job Class Number: 6404  
Pay Grade: 26

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Request is: ☒ Approved as Requested  
☐ Approved - Revised  
☐ Denied

Effective Date: July 14, 2009

Allocated Classification: Desk. Supp. Splst. Sr.  
Pay Range: \$49,715.28 - \$61,178.40 annually

Job Class Number: 6404  
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