

## **Introduction**

The Department of Defense (DoD), Civilian Personnel Management Service, Field Advisory Services Division, accepted a position classification appeal from the appellant. Her position is covered under the Department of Defense National Security Personnel System and is classified as Education and Training Technician, YB-1702-02. The appellant believes that her position should be placed in the YA Pay Schedule and the 301 or 343 occupational code.

## **Sources of Information**

1. Appeal documentation received from the appellant's Human Resources Office.
2. Telephone audit with the appellant.
3. Telephone audit with the appellant's supervisor.

## **Reference**

Department of Defense 1400.25-M, Subchapter 1920, April 2006.

## **Position Information**

The appellant serves as an Education and Training Technician in the Outreach and Performance Support Organization. The Outreach and Performance Support Organization is responsible for developing and delivering performance support products and services to the regional market; assisting the dean in directing and managing the operations of the faculty and support staff; assisting the dean in the preparation, defense, realignment and forecasting of budget requirements; assisting in the development of faculty scheduling requirements; and collecting, analyzing and communicating environmental market changes and trends which would provide academic opportunities and challenges for the campus and the University.

The appellant maintains accurate records on all the aspects of the Performance Support efforts throughout the fiscal year. She tracks and monitors the information in the South Region portion of the Performance Support database. She assists her supervisor and faculty in the preparation of support agreements and projects estimates. She requests and distributes customer satisfaction surveys, processes financial documents associated with Performance Support efforts, and maintains program files and statistical data. She works closely with her supervisor as well as program directors, course managers, course liaisons, and course faculty to ensure all work processes are accomplished to guarantee training materials are accurately prepared, electronically archived, and staged for each training event or Performance Support event booth.

The appellant's work involves coordinating various processes and procedures. She coordinates with existing and prospective customers to prepare the paperwork associated with fee-for-service offerings. She prepares and maintains local records and tracks

training requests, offers, and contracts. She also provides information for reports from the Performance Support database. She plans and organizes conferences given by the organization and is the point of contact for the “ask a professor” questions. The appellant’s work is subject to review and approval by her supervisor.

***Career Group, Occupational Code, and Title Determination***

The appellant is contesting the career group, occupational code, and title of her position. The local activity placed the position in the Standard Career Group with the occupational code of 1702 and the title as an Education and Training Technician. The appealed position involves work of a support nature in the field of education and training and the work is not covered by a more appropriate occupation. The work requires a practical knowledge of program objectives, policies, procedures, or pertinent regulatory requirements affecting the particular education or training activity. Such work is properly placed in the 1702 occupational code and, per Appendix 3 to Subchapter 1920, is properly assigned to the Standard Career Group.

The 301 occupational code covers analytical work in a field when there is no other more appropriate occupation. It includes: (1) a combination of several fields of work with none predominant, or (2) a field not readily identified with other existing occupations.

The 343 occupational code covers work involved in analyzing and advising management on the evaluation of the effectiveness of government programs and operations or the productivity and efficiency of the management of Federal agencies or both. It requires knowledge of: substantive nature of agency programs and activities; agency missions, policies, and objectives; management principles and processes; and analytical and evaluative methods and techniques for assessing program development or execution and improving organizational effectiveness and efficiency.

The 301 and 343 occupational codes require the performance of work involving judgment, discretion, and personal responsibility. The appellant’s position does not include this type of work. She is required to typically provide support to professional or other analytical occupations following established methods and procedures. She is not required to analyze and advise management on the evaluation of the effectiveness of government programs and operations or the productivity and efficiency of the management of Federal agencies or both. Also her work does not require knowledge of a substantive nature of agency programs and activities; agency missions, policies, and objectives; management principles and processes; and analytical and evaluative methods and techniques for assessing program development or execution and improving organizational effectiveness and efficiency. Therefore, the appealed position fails to meet the criteria for inclusion in the 301 or 343 occupational codes. We concur with the local activity’s determination of placement of this position in the Standard Career Group, occupational code 1702, and the title Education and Training Technician.

***Pay Schedule and Pay Band Determination***

The local activity has placed the appealed position in Pay Schedule YB, Pay Band 2.

At Pay Band 2, employees use substantive knowledge to perform work. Guidelines often are not specific and not directly applicable to employee assignments. Employees work independently to identify what facts and situations are the most important and use them to choose the most appropriate guidance. This often requires independently interpreting and adapting policies, guides, procedures, regulations, and precedents to new or unique situations. Employees are very familiar with a large number of guides.

The appellant works under the guidance of the Associate Dean for the Outreach and Performance Support Organization. She operates a tracking system that monitors the status of the organization's events. She maintains administrative accountability for support of the Outreach and Performance Support program which includes performing clerical and statistical data entry duties. She maintains proficiency in automated application programs such as MS Word, Power Point, and Excel. The appellant prepares spreadsheets from the metrics data to be used by senior leadership for reporting purposes for their region. She maintains the account of funds and contracts for training requests for the Department Chairs. She prepares requests for training estimates which are approved by her supervisor. She independently plans and executes assignments, resolves problems of moderate complexity/difficulty, and identifies and adapts guidelines to her work. The appellant uses substantive knowledge to perform her work. The supervisor or the senior technical lead may be consulted if the existing guidelines cannot be applied to new or unique situations. This meets the criteria for classification to Pay Band 2.

At Pay Band 3, employees perform complex and unique technical work. Guidelines always have significant gaps requiring the employee to identify the most significant issues and important facts. The employee exercises a high degree of initiative in searching out sources of information, much of it indirect or obscure, to make determinations. Employees independently modify or improvise partially applicable procedures to accommodate unusual situations and complete complex and/or one-of-a-kind assignments. In the absence of complete information, employees independently develop new criteria, methods, and procedures to solve complex problems. The employee's expertise allows the resolution of virtually all technical and policy problems. The employee is delegated considerable latitude or authority to carry out the work, and make decisions regarding his/her own work, without prior supervisory approval.

This position does not meet the criteria for classification to Pay Band 3. The appellant does not perform complex and unique technical work or work with guidelines that always have significant gaps. The appellant is not delegated considerable latitude or authority to carry out the work, and make decisions regarding her own work, without prior supervisory approval. Also, the employee is not required to modify or improve partially applicable procedures to accommodate unusual situations and complete complex and/or one-of-a-kind assignments.

***Decision:***

This position is properly classified as Education and Training Technician, YB-1702-02.