

# Program Technician Series

## California State Personnel Board Specification

Series established March 1, 1996

### Scope

This series specification describes three levels of classes that learn and/or perform work involving completion and/or review in the processing of technical documents or the giving of technical information regarding a special and technical departmental program to employees and/or the general public.

Schem Code	Class Code	Class
CZ81	9927	Program Technician
CZ82	9928	Program Technician II
CZ83	9929	Program Technician III

Program Technician Series Specification - Class Titles and Codes

### Definition of Series

The predominate duties of positions in these classes require a thorough and detailed knowledge and application of the appropriate laws, rules, and regulations pertaining to their departmental program.

Not all users of this series specification will have the potential (nor is it intended) to use all the levels within this series specification. Each department will use only the class(es) that appropriately describe the type and level of work performed and the duties and responsibilities assigned to positions which are comparable to the appropriate level(s) described in this series specification.

### Factors Affecting Position Allocation

Variety, complexity and difficulty of work, supervision received, type and frequency of contacts with other units, sections, agencies, and the public; the degree of independence and judgment required in making determinations and the consequences of erroneous determination serve as the major differentiating factors between classes. Additional considerations that enter into determination of allocations include such things as the experience and knowledge necessary to perform the work.

### Definition of Levels

#### Program Technician

This is the entry and training level for the series and the journey level for less difficult program specialist work. As trainees, under close supervision and in accordance with established procedures, incumbents learn and perform increasingly difficult duties of a semitechnical nature in a specialized departmental program. When incumbents become proficient in their duties, they work under general supervision and guidelines. Incumbents review and/or process forms, files, etc., of a semitechnical nature associated with specialized departmental program. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature.

#### Program Technician II

This is the journey level for this series for the more difficult program specialist work. Under general supervision, incumbents either: (1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc., associated with a

departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

## Program Technician III

This is the superjourney level in this series. Under general direction and with very little day-to-day supervision, incumbents act as an expert staff resource responsible for consultation in the most sensitive and complex program areas and/or are involved in the development of major Program Technician work processes. Assignments at this level may require field work on a regular basis.

### Minimum Qualifications

#### Program Technician

##### EITHER I

In the California state service, one year of experience performing clerical duties at a level of responsibility not less than that of an Office Assistant.

##### OR II

Experience: One year of clerical experience. [Academic education above the 12th grade may be substituted for one year of the required general experience on the basis of either: (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they may be considered eligible for appointment.] and

Education: Either equivalent to completion of the 12th grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Job Training Partnership Act. (One year of clerical work experience may be substituted for the required education.)

#### Program Technician II

##### EITHER I

In the California state service, either (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

##### OR II

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

## Program Technician III

### EITHER I

In the California state service, either: (a) 12 months of experience performing duties equivalent in level of responsibility to the class of Program Technician II or Supervising Program Technician I; or (b) 30 months of experience performing duties equivalent in level of responsibility to the class of Program Technician.

### OR II

Three years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least one year in a position equivalent in level of responsibility to the California state civil service class of Program Technician II.)

## Knowledge and Abilities

### All Levels:

Knowledge of: Modern office methods, equipment, and procedures.

Ability to: Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply laws, rules, regulations, procedures, and policies; make arithmetic calculations with speed and accuracy; read and write English at a level required for successful job performance; meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.

## Program Technician II

## Program Technician III

Knowledge of: All of the above; and appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.

## Program Technician III

Ability to: All of the above and work independently with minimal direction.

## Class History

Class	Date Established	Date Revised	Title Changed
Program Technician	03/01/1996	09/21/1999	--
Program Technician II	03/01/1996	09/21/1999	--
Program Technician III	03/01/1996	09/21/1999	--

Program Technician Series History - Dates Established, Revised, and Title Changed

Updated 6/3/2012