

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Carry Concealed Weapon (CCW) Program
CCW Licensing Team**

JOB TITLE: Program Technician II

STATEMENT OF DUTIES: Under the general supervision of the Supervising Program Technician (SPT) II, of the Carry Concealed Weapon (CCW) Licensing Team, the Program Technician (PT) II helps process and maintain all physical and electronic files for the CCW Unit. The PT II evaluates CCW licenses and other documents submitted by law enforcement agencies for discrepancies and rejects documents determined to be inaccurate or incomplete. The PT II queries applicant information in various criminal justice applications and databases, such as the CCW Application, Department of Justice Web Portal (DOJ Web), the California Law Enforcement Telecommunications System (CLETS), Automated Archive System (AAS), and the Applicant Processor System (App Processor) to research and/or reconcile inaccurate or incomplete records. The PT II creates new applicant records and modifies the status of existing records according to information obtained during the review of applicant licenses, applications and other CCW related forms. The PT II contacts criminal justice agencies to verify warrants and requests records, files, and other disposition information for incomplete or inaccurate criminal history records. The PT II assists with generating referral packages; communicates with applicant/applicant agencies by phone, fax or email; prepares notifications for law enforcement and other government agencies; updates logs and inputs statistical information onto Excel spreadsheets; operates office equipment such as printers, copiers, fax machines and scanners; assists with special projects as necessary; and provides support to the Office Technician and Crime Analyst staff.

SUPERVISION RECEIVED: Directly supervised by the SPT II.

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day in order to prepare work assignments. Ability to lift and move items weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment. Must work core business hours of Monday through Friday. The PT II on occasion, may be required to work mandatory overtime, may be redirected to assist other Bureau of Firearms sections, and may not be allowed to take time off during the months of November through January.

ESSENTIAL FUNCTIONS:

- 50% Evaluate incoming CCW licenses and other documents submitted by law enforcement agencies for discrepancies and reject documents determined to be inaccurate or incomplete. Create new applicant records and modifies the status of existing records according to information obtained during the review of applicant licenses, applications and other CCW related forms.
- 20% Open, scan and distribute mail and assist in team mail outs.
- 15% Verify active warrant information and reconcile incomplete, inaccurate or missing disposition information from the arresting agencies, courts, district attorneys, and federal agencies associated with the record, via phone, facsimile, and or email. Contact the public, regulatory agencies, and law enforcement to clarify applicant information.

- 10% Research and reconcile incomplete or inaccurate CCW records generated on the Gun Request Error Report by inquiring criminal justice databases and applications such as the CCW Application, CLETS, DOJ Web, AAS and App Processor
- 5% Assist in directing phone calls or emails to the appropriate team member. Report to supervisor/manager any workplace, workload or system related issues. Assist with special projects or other duties as necessary.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date