

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Program Technician II	<i>Program Technician II</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-214-9928-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
ARU 214 – San Jose Field Office	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Field Operations Division	Disability Insurance Program Manager I
BRANCH:	REVISION DATE:
Disability Insurance Branch	1/12/2024
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☒ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) <i>Click here to enter text.</i>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under general supervision, the Program Technician (PT) II is responsible for processing the more difficult program specialist work. The PT II reviews and or processes detailed and technical forms, files, etc., (1) associated with multiple departmental programs or program areas; (2) reviews and/or processes forms, files, etc., associated with a department 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) provides sensitive and detailed program information and/or direction to the public, employees, employers, medical providers, 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. Identifies and reports any suspected fraudulent claims/activities. Performs duties for other specialized work or projects. Demonstrates an awareness of the Department and Branch vision, mission, values and goals. Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers, as a field office team member.	

Percentage of Duties	Essential Functions
30%	Sorts, prioritizes, and processes the more difficult incoming program correspondence by category, such as settlement documents, medical records, and rehabilitation materials and takes appropriate action. Processes paper copies of program notices and routes to the appropriate program representatives to determine if further action is needed by the EDD.
30%	Reviews and documents the more difficult SDI Online reports to determine if additional action is needed. Compiles data and develops reports with analysis and recommendations using specialty program data sources. Enters notes in the SDI Online system for program representatives regarding pertinent program information and completes required work orders.
20%	Develops and maintains specialty program calendar. Assists unit manager and/or program representative by providing training to Program Technicians and other support staff when requested. Communicates with the program community by providing and obtaining detailed case-related information. Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.
10%	Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting and suspected fraudulent claims/activities. Participates in unit and office meetings as scheduled and in training sessions offered.
5%	Contributes to the office commitment to customer service by providing educational information regarding EDD's role in program processes to fellow employees and members of the program community. Participates and represents offices on work teams to improve process and procedures. Represents the branch at employer seminars by distributing materials and responding to questions within scope of duties. Provides coverage in specialty unit with incoming telephone calls.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	
Type of Environment: ☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:	

Interaction with Customers:

- ☐ Required to work in the lobby ☒ Required to work at a public counter
☒ Required to assist customers on the phone ☒ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

N/A

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

- | | | |
|--|----------------------|---------------|
| ☒ Duties meet class specification and allocation guidelines. | CPG Analyst Initials | Date Approved |
| ☐ Exceptional allocation, STD-625 on file. | AF | 7/22/2026 |

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

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Field Operations Division	Disability Insurance Program Manager I
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Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) <i>Click here to enter text.</i>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under close supervision, the Program Technician (PT) I is responsible for processing the less difficult program specialist work. The PT I reviews and or processes detailed and semi-technical forms, files, etc., associated with a specialized departmental program. Work is subject to periodic review. Identifies and reports any suspected fraudulent claims/activities. Performs duties for other specialized work or projects. Demonstrates an awareness of the Department and Branch vision, mission, values and goals. Demonstrates a high degree of professionalism, courtesy, and consideration in all phases of work with both internal and external customers, as a field office team member.	
Percentage of Duties	Essential Functions
30%	Provides services in person, via the internet, or over telephone, in any SDI office.

Civil Service Classification

Program Technician

Position Number

280-214-9927-XXX

	Sorts, prioritizes, and processes the less difficult incoming program correspondence by category, such as settlement documents, medical records, and rehabilitation materials, and takes appropriate action. Processes paper copies of program notices and routes to the appropriate program representatives to determine if further action is needed by the EDD.
30%	Reviews and documents the less difficult SDI Online reports to determine if additional action is needed. Compiles data and assists with the development of reports with analysis and recommendations using specialty program data sources. Enters notes in the SDI Online system for program representatives regarding pertinent program information and completes required work orders.
20%	Assists in developing and maintaining specialty program calendar. Assists unit manager and/or program representative by providing training to other support staff when requested. Communicates with the program community by providing and obtaining detailed case-related information. Assists in special studies/projects as requested, and in other data gathering for statistical reporting/analysis.
10%	Assists in purging files in accordance with records retention schedules. Protects program integrity by identifying and reporting and suspected fraudulent claims/activities. Participates in unit and office meetings as scheduled and in training sessions offered.
5%	Contributes to the office commitment to customer service by providing educational information regarding EDD's role in program processes to fellow employees and members of the program community. Participates and represents offices on work teams to improve process and procedures. Assists in representing the branch at employer seminars by distributing materials and responding to questions within scope of duties. Provides coverage in specialty unit with incoming telephone calls.
Percentage of Duties	Marginal Functions
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4. WORK ENVIRONMENT *(Choose all that apply)*

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☒ Duties meet class specification and allocation guidelines.

CPG Analyst Initials

Date Approved

☐ Exceptional allocation, STD-625 on file.

AF

7/22/2026

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