



Program Technician

Exam Code: 2PB29

Department: State of California

Opening Date: 3/11/2013

Final Filing Date: Cut-off dates will be
scheduled periodically

Type of Examination: Service-wide, Open

CLASSIFICATION DETAILS

Program Technician – \$2,630.00 to \$3,534.00 per month

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this exam.

How to Apply:

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

Self-scheduling for this examination is offered on a first-come-first-served basis for each written exam date. Please be aware that, although seating is limited and scheduling will conclude once all seats are filled for a specific written exam date, additional self-scheduling dates and exam locations will be posted. If you schedule an exam date and do not appear, you will not be able to re-schedule for at least 6 weeks.

Once you have taken the written examination, you may not retake it for 12 months.

Check this bulletin regularly for future exam dates.

ON THE SELF-SCHEDULING DATE, PLEASE GO TO THE “Taking the Exam” SECTION OF THIS BULLETIN TO BEGIN THE SCHEDULING PROCESS.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Program Technician

Either 1

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 2

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.)

POSITION DESCRIPTION

Program Technician

This is the entry and training level for the Program Technician 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 semi-technical 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 semi-technical nature associated with specialized departmental program. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature.

EXAMINATION SCOPE

This examination consists of the following components:

Multiple Choice Written Examination – Weighted 100% of the final score

A final score of 70% must be attained to be placed on the eligible list.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be on measuring competitively, relative job demands, each applicant's:

Knowledge of:

1. Modern office methods, equipment, and procedures.

Ability to:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluate situations accurately, and take effective action.
4. Learn and apply laws, rules and regulations, procedures, and policies.
5. Make arithmetic calculations with speed and accuracy.
6. Read and write English at a level required for successful job performance.
7. Meet and deal with tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.

ELIGIBLE LIST INFORMATION

A service-wide, open eligible list for the **Program Technician** classification will be established for:

State of California (all State of California departments, statewide)

The names of successful competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twenty-four (24)** months after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veteran status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

EXAMINATION INFORMATION

The examination will consist of a written test, multiple choice, weighted 100%. To obtain a position on the eligible list, a minimum score of 70% must be attained. The written test is designed to evaluate a candidate's knowledge in the areas of (1) Arithmetic Calculations, (2) Written Communication, and (3) Data Accuracy.

This examination will also allow for the use of calculators, and these will be issued to the candidates on the written test date by the California Department of Human Resources. The use of a candidate's personal calculator will not be permitted.

For an examination with a written feature, it is the candidate's responsibility to print the "Notice to Appear" and present the notice on the date, time, and location of the test date.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations may be limited or extended as conditions warrant.

Security and Confidentiality of Examination: Pursuant to Government Code Section 19860. "It is unlawful for any person: (a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined. (c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule."

Pursuant to Government Code 19681. "It is unlawful for any person: (a) To practice any deception or fraud with regard to his identity in connection with any examination, application, or request to be examined. (b) To obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for examinations. (c) To use any unfair means to cause or attempt to cause any eligible to waive any rights obtained

under this part.”

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or offices who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAM

You must schedule yourself to participate in this written examination. Self-scheduling for this examination is offered on a first-come-first-served basis for each written date. Although seating is limited and scheduling will conclude once all the available seats are filled for a specific written exam date, additional self-scheduling dates and test locations will be posted in the future.

Self-Scheduling Opens

Written Exam Date (s)

Exam Location (s)

Test dates are posted here as needs warrant. Please check this area periodically for open testing.

[Schedule](#) a written exam for the Program Technician classification.

Please note: If you have a disability and need special testing arrangements, please select the Reasonable Accommodation box during the self-scheduling process.

TESTING DEPARTMENTS

State of California (all State of California departments)

CONTACT INFORMATION

California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95814
Phone: (866) 844-8671
CalCareer@CalHR.CA.GOV

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

The Examination/Employment Application (STD 678) is available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer account (www.CalCareers.ca.gov).

If you meet the requirements stated on this examination bulletin, you may take this competitive examination. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their scores.

The California Department of Human Resources (CalHR) reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the exam bulletin.