



PROGRAM TECHNICIAN

Class Code 9927– Exam Code 2PB29

Department(s): California Air Resources Board
California Department of Human Resources
California Health Benefit Exchange (Covered California)
California Highway Patrol
California Horse Racing Board
California Prison Industry Authority
California State Compensation Insurance Fund
California State Lottery
California Student Aid Commission
Department of Alcoholic Beverage Control
Department of Child Support Services
Department of Community Services and Development
Department of Conservation
Department of Consumer Affairs
Department of Corrections and Rehabilitation
Department of Fish and Wildlife
Department of Food and Agriculture
Department of Forestry and Fire Protection
Department of General Services
Department of Health Care Services
Department of Housing and Community Development
Department of Insurance
Department of Justice
Department of Parks and Recreation
Department of Pesticide Regulations
Department of Public Health
Department of Rehabilitation
Department of Social Services
Department of State Hospitals
Department of Transportation
Department of Veterans Affairs
Employment Development Department
Environmental Protection Agency
Government Operations Agency
Office of Systems Integration
Public Utilities Commission
Resources Recycling and Recovery
Secretary of State
State Controller's Office
State Personnel Board

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

Type of Multi-Departmental Open

Examination:

Salary: MONTHLY-RANGED-SALARY - \$2,384.00 to \$3,203.00

Tenure/Time-base: Permanent Full-time
Permanent Part-time
Permanent Intermittent
Limited Term Full-time
Limited Term Part-Time
Limited Term Intermittent

EEO

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.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not retake it for twelve (12) months.

FILING INSTRUCTIONS

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 test locations will be posted.

If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.

Self-scheduling dates and written test dates will continue into **2017**. Check this bulletin for further notice.

ON THE SELF-SCHEDULING DATE PLEASE GO TO THE TAKING THE EXAM SECTION OF THIS BULLETIN TO BEGIN AND COMPLETE THE SCHEDULING PROCESS.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

ELIGIBLE LIST INFORMATION

An eligible list will be established by the California Department of Human Resources for use by the participating State departments noted on the bulletin. The names of successful competitors will be

merged onto the eligible list in order of final score regardless of test date. **Eligibility expires twenty-four (24) months after it is established.** Competitors must then retake the examination to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

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.

MINIMUM QUALIFICATIONS

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

Definition of 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 INFORMATION

WRITTEN TEST– Weighted 100%

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.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Modern office methods, equipment, and procedures.

B. Ability to:

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

VETERANS' PREFERENCE

VETERANS' PREFERENCE: Effective January 1, 2014, Veterans' Preference will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification.

CAREER CREDITS

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.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources (CalHR)

Attn: Examination Services

1515 "S" Street, North Bldg., Suite. 500

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

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

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to print his/her "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 of interviews or performance evaluations may be limited or extended as conditions warrant.

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

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

The California Department of Human Resources reserves the right to revise the examination plan to

better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

General Qualifications: Candidates 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 bulletin.

Security and Confidentiality of Examination: Pursuant to Government Code Section 19860. "It is unlawful for any person: (a) Wilfully 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) Wilfully 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) Wilfully 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."

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1.) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2.) An entrance examination is defined, under the law, as any open competitive examination. And 3.) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <https://jobs.ca.gov/Public/Jobs/Veterans.aspx> and the Department of Veterans Affairs.

Bulletin Updated: 4/11/17

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 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 test locations will be posted.

Self-Scheduling Opens

Written Exam Dates

Location

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

If you fail to appear for the examination as scheduled, you will not be able to reapply/reschedule for 6 weeks.

Self-scheduling dates and written test dates will continue into **2017**. Check this bulletin for further notice.

[CLICK HERE to apply for and to self-schedule the Program Technician written exam.](#)