



## PROGRAM TECHNICIAN 2

Class Code 9928– Exam Code 2PB30

Department(s): California Health Benefit Exchange (Covered California)  
California Department of Human Resources  
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 Developmental Services  
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 Managed Health Care  
Department of Parks and Recreation  
Department of Pesticide Regulation  
Department of Public Health  
Department of Rehabilitation  
Department of Social Services  
Department of State Hospitals  
Department of Toxic Substances Control  
Department of Transportation  
Department of Veterans Affairs  
Employment Development Department  
Government Operations Agency  
Governor's Office of Business & Economic Development  
Office of Statewide Health Planning and Development  
Public Utilities Commission  
Resources Recycling and Recovery  
Secretary of State  
State Controller's Office  
State Personnel Board  
Air Resources Board

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

Type of Examination: Multi-Departmental Open

Salary: MONTHLY-RANGED-SALARY - \$2,925.00 to \$3,665.00

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

## Updated September 6, 2016

Covered California, also known as the California Health Benefit Exchange, continues to have multiple vacancies in the Program Technician Series (Program Technician 2 and 3 and Supervising Program Technician 3) within the Sacramento and Fresno regions. Bilingual positions are also available for Spanish, Chinese, Hmong, Tagalog, Cantonese, Mandarin, Korean, Vietnamese, Russian, Armenian, Farsi, and Arabic speakers.

## 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 laws 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.**

**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 is valid for (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 2

#### Either 1

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 2

[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.](#))

## POSITION DESCRIPTION

### Definition of Program Technician 2

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.

Positions exist in the following counties: Alameda, Butte, Contra Costa, Del Norte, El Dorado, Fresno, Humboldt, Kern, Los Angeles, Madera, Mendocino, Monterey, Napa, Orange, Placer, Riverside,

Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Tulare, Ventura, Yolo.

## EXAMINATION INFORMATION

### WRITTEN TEST– Weighted 100%

This examination will consist of a written test, multiple choice, weighted 100%. To obtain a position on the eligible list, a minimum rating 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) Reading Comprehension.

This examination will also allow for the use of calculators, and these will be issued to the candidate's 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

The examination and hiring interview may evaluate the following areas:

A. Knowledge of:

1. Modern office methods, equipment, and procedures
2. Appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.

B. Ability to:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluates 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 tactfully deal with the public, co-workers and/or clients, either face-to-face or by telephone.

## VETERANS' PREFERENCE

Veterans Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

## 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  
Attn: Examination Services  
1515 "S" Street, North Bldg., Suite 400  
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 Hard of Hearing, 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 their "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 <http://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 requiring 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.

**Bulletin Release Date:** This examination bulletin was released and posted on <http://jobs.ca.gov> on January 25, 2013. Last updated on December 21, 2016.

**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 8/17/2017**

## **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 Date**

### **Locations**

Tuesday, Sept. 12<sup>th</sup>, at 11 AM  
Tuesday, Oct. 10<sup>th</sup>, at 11 AM  
Tuesday, Nov. 14<sup>th</sup>, at 11 AM  
Tuesday, Nov. 14<sup>th</sup>, at 11 AM

September 16<sup>th</sup>, 2017  
October 14<sup>th</sup>, 2017  
November 18<sup>th</sup>, 2017  
November 18<sup>th</sup>, 2017

Galt, CA.  
Galt, CA.  
Galt, CA.  
Fresno, CA.

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

**[SELF-SCHEDULE THE PROGRAM TECHNICIAN 2 WRITTEN EXAM](#)**