



Program Technician (LEAP)
Class Code: 9927 - Exam Code: 8PB50

Department(s): State of California
Opening Date: 9/21/2009 11:02:00 AM
Final Filing Date: Continuous
Type of Examination: Servicewide Open

INTRODUCTION

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities. Upon successful completion of the program, participants are appointed to the identified job classification and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the California Department of Human Resources, Department of Rehabilitation and Employment Development Department or at the following Websites: www.CalHR.ca.gov and www.dor.ca.gov.

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?

Those who meet all of the following criteria: 1) Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, and 2) Individuals with a Limited Examination and Appointment Program (LEAP) certification from the State Department of Rehabilitation, and 3) Individuals who have not taken this examination in the past 18 months, and 4) Individuals who meet the minimum qualifications stated on this examination bulletin.

You may contact the Department of Rehabilitation to find out how to obtain and complete a LEAP certification form. To find an office near your home, please contact the Department of Rehabilitation at (916) 558-5300, TTY (916) 558-5302 or online at www.dor.ca.gov.

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for 18 months months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources
Examination and Selection Services Section
1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

SALARY INFORMATION

\$2529.00 to \$3398.00

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by the other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. **Eligibility expires 24 months after it is established.** Competitors must then retake the Training and Experience Evaluation 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

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 Technicians, under close supervision and in accordance with established procedures, 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 a specialized departmental program. Work is subject to periodic review, and contact with the public is moderate and basically informational in nature.

Positions exist statewide.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

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, regulations, procedures, and policies.
5. Perform arithmetic calculations with speed and accuracy.
6. Read and write English at a level required for successful job performance.
7. Meet and deal tactfully with the public, co-workers, and/or clients, either face-to-face or by telephone.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 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: Selection Services Program
1515 S Street, North bldg., Ste. 400
Sacramento, CA 95811

1-866-844-8671
California Relay Service (7-1-1)
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GENERAL INFORMATION

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 mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification](#).

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.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 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 the [CalHR Veterans' Information webpage](#), and the Department of Veterans Affairs.

Bulletin Revision Date: 8/10/17

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience Evaluation.](#)