

MEMORANDUM

PERSONNEL MANAGEMENT LIAISONS

DATE: October 27, 1995

REFERENCE CODE: 95-048

THIS MEMORANDUM SHOULD BE DISTRIBUTED TO:

Personnel Officers

FROM: Department of Personnel Administration
Classification and Compensation Division

SUBJECT: Establishment of a general Program Technician class series and a
general Supervising Program Technician class series.

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The Department of Personnel Administration is proposing establishment of six new servicewide classes, Program Technician, Program Technician II, Program Technician III, Supervising Program Technician I, Supervising Program Technician II, and Supervising Program Technician III, to replace the 176 parenthetical classes currently used and contained in the Program Technician (Various Classes) and Supervising Program Technician (Various Classes) consolidated class series. The Board Item is attached for your information. The proposal will be placed on the State Personnel Board's December 5-6, 1995 meeting calendar.

The consolidation of these classes is just one of the many efforts by DPA and departments to simplify the personnel management system. Establishment of these classes will allow for flexibility in use of the class, selection and compensation of employees. Please make note of the following:

1. The new Program Technician class combines the concept of entry, training, and first journey level which is currently contained in the Program Technician Trainee and Program Technician I (parenthetical) classes.
2. The salary for the new classes are:

Program Technician	\$1760-2298
Program Technician II	2038-2477
Program Technician III	2279-2771
Supervising Program Technician I	2117-2573
Supervising Program Technician II	2279-2771
Supervising Program Technician III	2591-3151

The Program Technician class will be provided a Special In-Grade-Salary Adjustment (SISA).

Questions or issues regarding this item should be directed to Josie Fernandez, CCD Analyst, at (916) 324-9408 or Calnet 454-3408.

Frank Tanaka

Frank Tanaka
Section Manager

Attachment

TO: STATE PERSONNEL BOARD

FROM: JOSIE FERNANDEZ, Staff Personnel Program Analyst
Classification and Compensation Division

REVIEWED BY: FRANK TANAKA, Section Manager
Classification and Compensation Division

SUBJECT: Proposed establishment of two new class series, Program Technician and Supervising Program Technician; adoption of a twelve-month probationary period for the Supervising Program Technician I, II and III; reallocation of incumbents in the current Program Technician and Supervising Program Technician parenthetical classes into the new Program Technician and Supervising Program Technician classes; and abolishment of the Program Technician consolidated class series and Supervising Program Technician consolidated class series.

SUMMARY OF ISSUES:

The Department of Personnel Administration proposes establishment of two new servicewide class series, Program Technician and Supervising Program Technician, to be used in place of the current consolidated class series which contains 101 and 75 parenthetical classes respectively. These new generalist class series will allow greater flexibility in employee assignment, selection, and pay.

CONSULTED WITH:

ED BARRAGAN, State Personnel Board
LINDA BOERLIN, Department of Personnel Administration
BILL SWEENEY, California State Employees Association
RONALD FRANKLIN, Association of California State Supervisors

In accordance with the terms of the DPA/CSEA contract, DPA has notified the union in writing of this proposal. In addition, the Association of California State Supervisors was notified in writing of this proposal.

BACKGROUND:

As outlined in its March 1995 Civil Service Reform Objectives and its Strategic Plan 1994-99, the Department of Personnel Administration is committed to changing California's outmoded personnel system. This can be accomplished through focusing on simplifying the system and turning it into a tool which is usable by the average line manager and supervisor. Specifically, DPA believes improvements and efficiencies can be made to the State classification and compensation system. Currently the State has over 4,700 classifications and continues to grow. This level of detail limits flexibility in employee selection, assignment, advancement, and pay. To address the need to simplify the system, a DPA sponsored team is in the process of developing a "broadbanding" approach which would allow positions from a number of classifications to be consolidated into a single broad band giving more flexibility in these areas. In addition to broadbanding, DPA has identified other tools and areas of the classification plan in which immediate improvements can be made. One such area is the Program Technician and Supervising Program Technician classifications.

Prior to 1980 there existed 17 classes in the Program Technician consolidated series and 19 Supervising Program Technician classes. As a result of many contributing factors including collective bargaining and State legislation, the number of classes has grown to the current total of 101 Program Technician and 75 Supervising Program Technician parenthetical classes. There are approximately 3,000 incumbents in the current parenthetical classes.

Departments and DPA staff continue to receive requests to establish new parenthetical classes which is driven by the creation of new law and rules. Dependent upon resources available to conduct the necessary classification research and analysis, establishment of new Program Technician and Supervising Program Technician classes and examinations for these classes may not occur on a timely basis. DPA staff believes that this unwieldy process may be simplified by elimination of all parenthetical classes and establishment of a general Program Technician and Supervising Program Technician class series to replace the parenthetical classes.

CLASSIFICATION CONSIDERATIONS:

1. The current Program Technician and Supervising Program Technician Consolidated Series are based upon general definition of levels, general minimum qualifications (MQs) and general knowledge and abilities (K&As). However, each parenthetical class specification defines specific program requirements for classification levels, MQs and K&As. This level of detail in each parenthetical specification limits the departments' ability to use the Program Technician class if new law and rules are established which do not fall within the scope of a parenthetical. The proposed general Program Technician and Supervising Program Technician class series will eliminate the need to develop new parenthetical classes as departmental law and rules are changed.

The proposed classes contain general class concepts, definition of levels, MQs, and K&As similar to those contained in the consolidated class series. The specific program information contained in the parenthetical class specifications may be maintained by department programs as allocation guidelines.

2. Program Technician (Various Classes) Consolidated Series

Currently the class concepts for the consolidated series parenthetical classes are as follows:

- a. The Program Technician Trainee (Various Classes) is the training level for the series. Incumbents learn and perform increasingly difficult duties of a semitechnical nature in a specialized departmental program. There are no permanent allocations made to this class. All incumbents eventually test and are appointed to either a Program Technician I or II parenthetical class.
- b. The Program Technician I (Various Classes) is the journey level for the series for less difficult program specialist work. Incumbents review/process forms and files of a semitechnical nature associated with a specialized departmental program. Public contact is informational and of a moderate frequency. Work is reviewed periodically.
- c. The Program Technician II (Various Classes) is the journey level for the more difficult program specialist work. Incumbents either:

(1) review/or process detailed and technical forms and files associated with several departmental programs; (2) review and/or process forms, files, etc., associated with a program which requires especially detailed knowledge of the program; (3) provide sensitive and detailed program information to the public, employees, or other public jurisdictions as a significant part of their duties; or (4) any combination of the above.

- d. The Program Technician III (Various Classes) is the superjourney level. Incumbents work with very little day-to-day supervision and act as an expert staff resource responsible for consultation in the most sensitive and complex program areas and/or are involved in the development of major Program Technician work processes.

3. Proposed Program Technician Class Series

The proposed Program Technician class series will include three classes as follows:

- a. The proposed Program Technician class combines the class concepts contained in the current Program Technician Trainee (Various Classes) and the Program Technician I (Various Classes). The Program Technician will serve as the entry and training level for the series and the journey level for less difficult program specialist work. As trainees, incumbents learn and perform duties of a semitechnical nature in a specialized departmental program. As incumbents become more proficient, they work under general supervision and guidelines.
- b. The class concept for the proposed Program Technician II class remains essentially the same as the Program Technician II (Various Classes). It is the journey level for the more difficult program specialist work which is distinguished from the less difficult work by the review and/or processing of detailed and technical forms, files, etc., associated with several departmental programs or a departmental program where guidelines are not clear; or provide sensitive and detailed program information to customers or a combination of the above.
- c. The proposed Program Technician III class is the superjourney level of the series in which incumbents work under general direction as expert staff resources and/or are involved in the development of major Program Technician work processes.

4. Supervising Program Technician (Various Classes) Consolidated Series

The current Supervising Program Technician (Various Classes) Consolidated Series contains three supervisory classes. They are as follows:

- a. Supervising Program Technician I (Various Classes) is the working supervisory level directing a small unit comprised of Program Technicians and Program Technician Trainees. Incumbents also personally perform the most complex work.
- b. The Supervising Program Technician II (Various Classes) is the second supervisory level directing the work of a small unit comprised mainly of Program Technicians II (Various Classes) and may include lower level Program Technicians and personally perform the most complex work.

- c. The Supervising Program Technician III (Various Classes) is the full supervisory level in the series responsible for a large unit of Program Technicians (Various Classes).

5. Proposed Supervising Program Technician Class Series

The proposed Supervising Program Technician Class Series includes essentially the same class concepts as the current consolidated class series which includes three supervisory classes:

- a. The Supervising Program Technician I is the first supervisory level with responsibility for a small unit of Program Technicians. Incumbents may personally perform the most complex work.
 - b. The Supervising Program Technician II is the second supervisory level responsible for supervising a small group of Program Technicians II and also may perform the most complex work.
 - c. The Supervising Program Technician III is the full supervisory level with responsibility for a large unit of Program Technicians.
6. Allocations to the proposed classes will be based on factors including variety, complexity and difficulty of work, supervision received; supervisory responsibilities; type and frequency of contact with other units, sections, agencies, and the public, the degree of independence and judgment required in making determinations and the consequences of erroneous determinations. In addition, experience and knowledge necessary to perform the work enter into the determination of allocations.

MINIMUM QUALIFICATIONS:

Program Technician

Pattern I requires one year of clerical experience in California state service. Pattern II or the outside pattern requires one year of clerical experience and equivalent to completion of the twelfth grade.

Program Technician II

Pattern I requires 18 months of experience performing the duties of a Program Technician. Pattern II requires two years of experience in governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made.

Program Technician III

Pattern I requires in California state service either one year of experience performing the duties of a Program Technician II or Supervising Program Technician I or two years of experience performing the duties of a Program Technician.

Pattern II requires three years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made.

Supervising Program Technician I

Pattern I requires 18 months of experience performing Program Technician duties in California state service.

Pattern II requires two years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made.

Supervising Program Technician II

Pattern I requires in California state service either one year of experience performing the duties of a Program Technician II or Supervising Program Technician I, or two years of experience performing the duties of a Program Technician.

Pattern II requires three years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made.

Supervising Program Technician III

Pattern I requires in California state service either one year of experience performing the duties of a supervising Program Technician II or Program Technician III or two years of experience performing the duties of a Program Technician II.

Pattern II requires four years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made.

PROBATIONARY PERIOD:

The probationary period for the proposed Supervising Program Technician I, Supervising Program Technician II, and Supervising Program Technician III is twelve months. This period is needed in order to evaluate the full range of duties performed by the incumbents. This is consistent with the probationary period for other supervisory classes.

STATUS CONSIDERATIONS:

Incumbents in the Program Technician Trainee (Various Classes) and Program Technician (Various Classes) will be reallocated to the Program Technician class. Incumbents in the Program Technician II (Various Classes) will be reallocated to the Program Technician II class. Incumbents in the Program Technician III (Various Classes) will be reallocated to the Program Technician III class.

Incumbents in the Supervising Program Technician I, II, and III (Various Classes) will be reallocated to the Supervising Program Technician I, II, and III classes respectively.

There are approximately 3,000 incumbents in the current Program Technician (Various Classes) and Supervising Program Technician (Various Classes) who will be reallocated to the new classifications.

RECOMMENDATIONS:

1. That the following classes be established; the proposed Program Technician series specification and Supervising Program Technician series specification including specifications for the classes as shown in the current calendar be adopted; and the probationary period be as specified below:

<u>Class</u>	<u>Probationary Period</u>
Program Technician	Six Months
Program Technician II	Six Months
Program Technician III	Six Months
Supervising Program Technician I	Twelve Months
Supervising Program Technician II	Twelve Months
Supervising Program Technician III	Twelve Months

2. That the following resolution be adopted:

WHEREAS the State Personnel Board on December 6, 1995 established the classes indicated in Attachment A, Column II; and the duties and responsibilities of these classes were substantially included in the previously existing classes as indicated in Attachment A, Column I; and

WHEREAS the knowledge and abilities required for the classes indicated in Column II were substantially tested for in the examinations held for the classes listed in Column I: Therefore be it

RESOLVED, That each person with civil service status in the classes in Column I on January 1, 1996, be reallocated to the corresponding class as indicated in Column II, and hereby granted the same civil service status without further examination in the class in Column II; and be it further

RESOLVED, That any existing employment lists other than reemployment lists established for the classes indicated in Column I shall be used to certify to fill vacancies in the classes indicated in, Column II, if there are existing lists for both the Program Technician Trainee and Program Technician I, an equitable order of list preference for the Program Technician will be determined based on departmental needs, as directed by the Executive Officer of the State Personnel Board until such lists are abolished, exhausted, or superseded by lists for the classes in Column II and any persons on existing reemployment lists for classes in Column I shall also be placed on reemployment lists for classes in Column II until expiration of their eligibility on reemployment lists for classes in Column I.

3. That the classes listed in Attachment A, Column I, be abolished.

ATTACHMENT A

Column I

Column II

Program Technician Trainee
(Fish and Wildlife)
(General)
(Licensing and Certification)
(Mobilehomes)
(Radiologic Health)
(State Compensation Insurance Fund)

Program Technician I
(Alcoholic Beverage Control)
(Automotive Repair Services)
(California Children Services)
(California Youth Authority, Records)
(Client Financial Services)
(Commercial Records)
(Contractors' Licensing)
(Corporate Filing and Services)
(Corrections Records)
(Criminal Records)
(Fish and Wildlife)
(Hazardous Waste Services)
(Licensing and Certification)
(Lottery Services)
(Medi-Cal Recovery)
(Mobilehomes)
(Notary Public)
(Personnel Services)
(Pesticide Enforcement)
(Pesticide Registration)
(Political Reform)
(Public Utilities Regulation)
(Radiologic Health)
(Real Estate Licensing)
(Real Estate Subdivisions)
(Regulation and Enforcement,
Corporations)
(Retirement System)
(Revenue Collection)
(State Compensation Insurance Fund)
(State Treasurer's Office)
(Student Aid Commission)
(Traffic Records)
(Unclaimed Property)
(Uniform Commercial Code)
(Veterans Affairs)
(Vital Statistics)

➔ Program Technician

Program Technician II

(Alcoholic Beverage Control)
(Automotive Repair Services)
(California Children Services)
(California Youth Authority, Records)
(Client Financial Services)
(Contractors' Licensing)
(Corporate Filing and Services)
(Corrections Records)
(Criminal Records)
(Deferred Compensation)
(Disability Evaluation)
(Fish and Wildlife)
(Hazardous Waste Services)
(Health Facilities Construction)
(Insurance Licensing)
(Licensing and Certification)
(Lottery Services)
(Medi-Cal Recovery)
(Mobilehomes)
(Notary Public)
(Pest Control and Eradication Projects)
(Pesticide Enforcement)
(Pesticide Registration)
(Physician and Surgeon Licensing)
(Political Reform)
(Public Utilities Regulation)
(Real Estate Licensing)
(Regulation and Enforcement,
Corporations)
(Retirement System)
(Revenue Collection)
(State Treasurer's Office)
(Structural Safety)
(Tax Branch)
(Taxpayer Services)
(Traffic Records)
(Unclaimed Property)
(Uniform Commercial Code)
(Veterans Affairs)

➤ Program Technician II

Program Technician III

(California Youth Authority, Records)
(Corrections Records)
(Criminal Records)
(Fish and Wildlife)
(Hazardous Waste Services)
(Health Facilities Construction)
(Licensing and Certification)
(Medi-Cal Recovery)
(Pest Control and Eradication
Projects)
(Pesticide Registration)
(Physician and Surgeon Licensing)
(Political Reform)
(Public Utilities Regulation)
(Real Estate Licensing)
(Retirement System)
(Revenue Collection)
(State Treasurer's Office)
(Tax Branch)
(Taxpayer Services)
(Unclaimed Property)
(Veterans Affairs)

➤ Program Technician III


Supervising Program Technician I
(Alcoholic Beverage Control)
(Business Taxes)
(California Youth Authority,
Records)
(Client Financial Services)
(Commercial Records)
(Contractors' Licensing)
(Corporate Filing and Services)
(Corrections Records)
(Fish and Wildlife)
(Hazardous Waste Services)
(Licensing and Certification)
(Lottery Services)
(Medi-Cal Recovery)
(Mobilehomes)
(Notary Public)
(Personnel Services)
(Radiologic Health)
(Real Estate Licensing)
(Regulation and Enforcement,
Corporations)
(Retirement System)
(Revenue Collection)
(State Compensation Insurance Fund)
(State Treasurer's Office)
(Student Aid Commission)
(Traffic Records)
(Unclaimed Property)
(Veterans Affairs)
(Vital Statistics)

Supervising Program
Technician I

Supervising Program Technician II
(Alcoholic Beverage Control)
(Automotive Repair Services)
(Business Taxes)
(California Children Services)
(Client Financial Services)
(Contractors' Licensing)
(Corporate Filing and Services)
(Corrections Records)
(Criminal Records)
(Deferred Compensation)
(Employer Status)
(Fish and Wildlife)
(Hazardous Waste Services)
(Insurance Licensing)
(Licensing and Certification)
(Lottery Services)
(Medi-Cal Recovery)
(Mobilehomes)
(Notary Public)
(Pesticide Enforcement)
(Pesticide Registration)
(Physician and Surgeon Licensing)
(Political Reform)
(Real Estate Licensing)
(Regulation and Enforcement,
Corporations)
(Retirement System)
(Revenue Collection)
(State Treasurer's Office)
(Structural Safety)
(Taxpayer Services)
(Traffic Records)
(Unclaimed Property)
(Uniform Commercial Code)
(Veterans Affairs)

Supervising Program
Technician II

Supervising Program Technician III
(Business Taxes)
(Contractors' Licensing)
(Corrections Records)
(Criminal Records)
(Employer Status)
(Fish and Wildlife)
(Insurance Licensing)
(Medi-Cal Recovery)
(Mobilehomes)
(Physician and Surgeon Licensing)
(Political Reform)
(Retirement System)
(Taxpayer Services)
(Traffic Records)
(Unclaimed Property)
(Uniform Commercial Code)



Supervising Program
Technician III

CALIFORNIA STATE PERSONNEL BOARD

SPECIFICATION

PROGRAM TECHNICIAN
Series Specification
(Established _____)

SCOPE

This series specification describes three levels of classes that learn and/or perform work involving completion and/or review in the processing of technical documents or the giving of technical information regarding a special and technical departmental program to employees and/or the general public.

<u>Schem</u> <u>Code</u>	<u>Class</u> <u>Codes</u>	<u>Class</u>
CZ81	9927	Program Technician
CZ82	9928	Program Technician II
CZ83	9929	Program Technician III

DEFINITION OF SERIES

The predominate duties of positions in these classes require a thorough and detailed knowledge and application of the appropriate law, rules, and regulations pertaining to their departmental program.

Not all users of this series specification will have the potential (nor is it intended) to use all the levels within this series specification. Each department will use only the class(es) that appropriately describe the type and level of work performed and the duties and responsibilities assigned to positions which are comparable to the appropriate level(s) described in this series specification.

FACTORS AFFECTING POSITION ALLOCATION

Variety, complexity and difficulty of work, supervision received, type and frequency of contacts with other units, sections, agencies, and the public; the degree of independence and judgment required in making determinations and the consequences of erroneous determination serve as the major differentiating factors between classes. Additional considerations which enter into determination of allocations include such things as the experience and knowledge necessary to perform the work.

DEFINITION OF LEVELS

PROGRAM TECHNICIAN

This is the entry and training level for the 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 semitechnical 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 semitechnical 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.

PROGRAM TECHNICIAN II

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 several 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 to the public, employees or other public jurisdictions as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

PROGRAM TECHNICIAN III

This is the superjourney level in this series. Under general direction and with very little day-to-day supervision, incumbents act as an expert staff resource responsible for consultation in the most sensitive and complex program areas and/or are involved in the development of major Program Technician work processes. Assignments at this level may require field work on a regular basis.

MINIMUM QUALIFICATIONS

PROGRAM TECHNICIAN

Either I

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 II

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 Manpower Development and Training Act. (One year of clerical work experience may be substituted for the required education.)

PROGRAM TECHNICIAN II

Either I

In the California state service, 18 months of experience performing the duties of a Program Technician which provides knowledge of the regulations and policies governing the departmental program.

Or II

Two years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made. (Experience in the California state service applied toward this requirement must include at least 18 months in a class with a level of responsibility not less than that of Office Assistant.)

PROGRAM TECHNICIAN III

Either I

In the California state service, either: (a) one year of experience performing the duties of a Program Technician II or Supervising Program Technician I; or (b) two years of experience performing the duties of a Program Technician.

Or II

Three years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made.

KNOWLEDGE AND ABILITIES

ALL LEVELS:

Knowledge of: Modern office methods, equipment, and procedures.

Ability to: Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply law and regulations; make arithmetic calculations with speed and accuracy; read and write English at a level required for successful job performance; and meet and deal tactfully with the public.

PROGRAM TECHNICIAN II
PROGRAM TECHNICIAN III

Knowledge of: All of the above; and appropriate law, rules, regulations, and policies of the State of California governing the department for which application is made.

CLASS HISTORY

<u>Class</u>	<u>Date Established</u>	<u>Date Revised</u>	<u>Title Changed</u>
Program Technician		--	--
Program Technician II		--	--
Program Technician III		--	--



CALIFORNIA STATE PERSONNEL BOARD

SPECIFICATION

SUPERVISING PROGRAM TECHNICIAN
Series Specification
(Established _____)

SCOPE

This series specification describes three levels of classes that supervise employees whose work involves the completion and/or review in the processing of technical documents or the giving of technical information regarding a special and technical departmental program to employees and/or the general public.

<u>Schem Code</u>	<u>Class Codes</u>	<u>Class</u>
CZ84	9924	Supervising Program Technician I
CZ85	9925	Supervising Program Technician II
CZ86	9926	Supervising Program Technician III

DEFINITION OF SERIES

Employees in this series are required to have a thorough and detailed knowledge of the appropriate law, rules, and regulations pertaining to their departmental program.

Not all users of this series specification will have the potential (nor is it intended) to use all the levels within this series specification. Each department will use only the class(es) that appropriately describe the type and level of work performed and the duties and responsibilities assigned to positions which are comparable to the appropriate level(s) described in this series specification.

FACTORS AFFECTING POSITION ALLOCATION

Variety, complexity and difficulty of work, supervision received, supervisory responsibilities; type and frequency of contacts with other units, sections, agencies, and the public; the degree of independence and judgment required in making determinations and the consequences of erroneous determination serve as the major differentiating factors between classes. Additional considerations which enter into determination of allocations include such things as the experience and knowledge necessary to perform the work.

DEFINITION OF LEVELS

SUPERVISING PROGRAM TECHNICIAN I

This is the first supervisory level for the series. Under general supervision, incumbents train new employees; plan, organize, and direct the work of a small unit comprised mainly of Program Technicians; and personally perform the most complex work.

SUPERVISING PROGRAM TECHNICIAN II

This is the second supervisory level in this series. Under general direction, incumbents train new employees; plan, organize, and direct the work of a small unit comprised mainly of Program Technicians II and may include lower level Program Technicians; and personally perform the most complex work.

SUPERVISING PROGRAM TECHNICIAN III

This is the full supervisory level in this series. Incumbents are responsible for planning, organizing, and directing a large unit of Program Technicians.

MINIMUM QUALIFICATIONS

SUPERVISING PROGRAM TECHNICIAN I

In the California state service, 18 Either I months of experience performing Program Technician duties.

Or II
Two years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made. (Experience in the California state service applied toward this requirement must include at least 18 months in a class with a level of responsibility not less than Program Technician.)

SUPERVISING PROGRAM TECHNICIAN II

In the California state service: Either I (a) one year of experience performing the duties of a Program Technician II or Supervising Program Technician I; or (b) two years of experience performing the duties of a Program Technician.

Or II
Three years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made. (Experience in the California state service applied toward this requirement must include at least 18 months in a class with a level of responsibility not less than that of Program Technician II.)

SUPERVISING PROGRAM TECHNICIAN III

In the California state service, Either I either: (a) one year of experience performing the duties of a Supervising Program Technician II or Program Technician III; or (b) two years of experience performing the duties of a Program Technician II.

Or II
Four years of experience in a governmental or private agency performing duties which provide knowledge of the regulations and policies of the State of California governing the department for which application is made. (Experience in the California state service applied toward this requirement must include at least one year in a class with a level of responsibility not less than that of a Supervising Program Technician II.)

KNOWLEDGE AND ABILITIES

ALL LEVELS:

Knowledge of: Principles of effective supervision; supervisory responsibilities under the Ralph C. Dills Act; a supervisor's role in promoting equal opportunity in hiring, development, and promotion of employees and for maintaining a work environment which is free of discrimination and harassment; appropriate law, rules, regulations, and policies of the State of California governing the department for which application is made.

Ability to: Plan, organize, direct, and evaluate the work of employees; assess the training needs of employees; develop staff; understand and fulfill supervisory responsibilities under the Ralph C. Dills Act; effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment; apply appropriate law, rules, regulations, and policies of the State of California governing the department for which application is made.

CLASS HISTORY

<u>Class</u>	<u>Date Established</u>	<u>Date Revised</u>	<u>Title Changed</u>
Supervising Program Technician I		--	--
Supervising Program Technician II		--	--
Supervising Program Technician III		--	--

