

State of California

MEMORANDUM

TO: PERSONNEL MANAGEMENT LIAISONS DATE: December 23, 1998
REFERENCE CODE: 98-065

THIS MEMORANDUM SHOULD BE DISTRIBUTED TO:

Personnel Officers

FROM: Department of Personnel Administration
Classification and Compensation Division

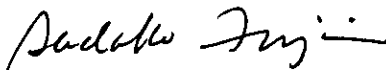
SUBJECT: Proposed Revisions to the Program Technician and Supervising Program
Technician Series Specification

CONTACT: Patti Halterman, Personnel Management Analyst
(916) 324-9402 , CALNET 454-9402
FAX: (916) 327-1886
OFFICE VISION: DPA (PHALTERM)
INTERNET: PATTIHALTERMAN@DPA.CA.GOV

A number of departments have identified a need for more flexibility in the employee selection process for the Program Technician and Supervising Program Technician series. As a result, we have drafted revisions to broaden the class minimum qualifications and knowledge and abilities. The revisions also clearly identify an open pattern for outside recruitment.

Attached for your review and comment is a draft of the Department of Personnel Administration's proposal to revise the Program Technician and Supervising Program Technician Series Specification. Responding departments should submit their comments in writing to Patti Halterman, Department of Personnel Administration, 1515 "S" Street, North Building, Suite 400, Sacramento, CA 95814, no later than January 29, 1999.

Any questions regarding the attached proposal should be directed to Patti Halterman, Debra Thompsen, or Karen Sanders at (916) 324-9381 (CalNet 8-454-9381).



Sadako Fujiwara
Program Manager

Attachment

_____, 1998

TO: STATE PERSONNEL BOARD

DRAFT

FROM: PATTI HALTERMAN
Department of Personnel Administration

REVIEWED BY: SADAKO FUJIWARA, Program Manager
Department of Personnel Administration

SUBJECT: Proposal to revise the classification series specifications for PROGRAM
TECHNICIAN and SUPERVISING PROGRAM TECHNICIAN

SUMMARY OF ISSUES:

The Department of Personnel Administration proposes revisions to the Program Technician Series Specification and the Supervising Program Technician Series Specification including the minimum qualifications and knowledge and abilities.

The current Program Technician and Supervising Program Technician class series are broadly descriptive of the work performed by each class so that these classes can meet the needs of many user departments. However, the minimum qualifications and knowledge and abilities have been found by departments to limit flexibility for both internal and external selection. The proposed revisions broaden the series MQs and K&As to provide greater selection flexibility and yet still provide a means for departments to meet unique program needs.

CONSULTED WITH:

Josie Fernandez, Department of Personnel Administration
Margie Imai, Department of Personnel Administration
Debra Thompson, Department of Personnel Administration
Karen Sanders, Department of Personnel Administration
Loretta Stilwell, California State Lottery
Pat Embly, State Personnel Board
Kathy Smith, State Personnel Board
Gloria Moore Andrews, Department of Personnel Administration
James A. Wheatley, Department of Personnel Administration
Joe Broderick, Department of Personnel Administration

NOTIFICATION:

The California State Employees Association and Association of California State Supervisors have also been notified of this proposal in writing.

CLASSIFICATION CONSIDERATIONS:

See the attached Classification Considerations.

RECOMMENDATION:

That the proposed revised series specifications for PROGRAM TECHNICIAN and SUPERVISING PROGRAM TECHNICIAN as shown in this calendar be adopted.

ATTACHMENT 1

B. CLASSIFICATION CONSIDERATIONS

BACKGROUND

1. Provide some historical perspective about the organizational setting of the subject class(es) and the needs that this request addresses.

As outlined in the March 1995 Civil Service Report Objectives and Strategic Plan 1994-99, the Department of Personnel Administration (DPA) is committed to changing California's outmoded personnel system. At that time, the State had over 4,700 classifications that limited flexibility in employee selection and assignment. A number of different tools are being used to address these problems including the use of "broadbanding" and class consolidation.

On March 1, 1996, two new statewide class series, Program Technician and Supervising Program Technician, were established to be used in place of Program Technician and Supervising Program Technician parenthetical classes, respectively. The new generalist class series allowed greater flexibility in employee selection and eliminated the need for 100 Program Technician and 74 Supervising Program Technician parenthetical classes.

The current Program Technician and Supervising Program Technician class series are broadly descriptive of the work performed by each class so that these classes can meet the needs of many user departments. However, the minimum qualifications and knowledge and abilities have been found by departments to limit flexibility for both internal and external selection.

The proposed revisions broaden the series MQs and K&As to provide greater selection flexibility and yet still provide a means for departments to meet unique program needs.

2. What classification(s) does the subject class(es) report to?

Both class series may report to either a line or staff supervisor whose classification depends on the particular organization setting. Factors affecting the level of supervision include the organization size and location, or whether the organization is a headquarters or central service center, or a headquarters or district program, or a division staff support unit or in a line program. Typically, Program Technicians, Program Technicians II, and Program Technicians III report to the appropriate Supervising Program Technician level. Supervising Program Technicians typically report to a program manager or staff level supervisor.

Will the subject class(es) supervise? If so, what class(es)?

Supervising Program Technicians I train/supervise new employees at the Program Technician level.

Supervising Program Technicians II train/supervise new employees at the Program Technician II level and lower.

Supervising Program Technician III is the full supervisory level of a unit consisting of Program Technicians, Program Technicians II, Program Technicians III, and lower level Supervising Program Technicians.

3. What are the specific duties of the subject class(es)?

There are no significant changes proposed in the duties of the Program Technician and Supervising Program Technician classes.

4. What is the decision-making responsibility of the subject class(es)?

The Program Technician class series - initially, under close supervision in a trainee capacity, incumbents perform less difficult program specialist work. As knowledge and skills are developed, incumbents perform work of average difficulty. Program Technicians II work at the journey level in the more difficult specialist work. The Program Technician III is the expert staff resource level and performs the most sensitive and complex assignments.

Supervising Program Technicians I direct the work of a small unit of Program Technicians and perform the more complex work; Supervising Program Technicians II direct the work of a small unit comprised mainly of Program Technicians II and perform the most complex work; Supervising Program Technicians III are responsible for a large unit of Program Technicians and may include subordinate supervisors.

5. What would be the consequences of error if incumbents in the subject class(es) did not perform their jobs? (Program problems, lost funding, public safety compromised, etc.)

Inadequate job performance by the subject class(es) could result in costly failure in operation efficiency, inefficient practices which waste money, result in non-compliance with rules and regulations, unacceptable administrative practices, and cause adverse public reaction to a department.

MINIMUM QUALIFICATIONS

10. What are the proposed or current minimum qualifications of the subject class(es) and why are they appropriate? (Include inside and outside experience patterns.)

Currently, all MQ patterns above the entry level Program Technician class have promotional patterns which require specific experience in the lower level class and open patterns which require specific knowledge of departmental regulations and policies. The inside experience requirements (Pattern I) restrict participation in the examination process to only those in the class of Program Technician, and require a specific departmental program background. The wording of this pattern prevents candidates with an equivalent level of technical experience gained in a different department or

classification from participating in the promotional examination process. Therefore, the proposed revisions contain broader definitions to enable departments more flexibility in employee selection.

The outside recruitment patterns (Pattern II) have been revised to admit applicants who have had the program responsibilities equivalent in level to those of the State program. This will give departments the flexibility to identify appropriate positions and programs outside of State service that are equivalent when setting up their application review standards for the selection process.

These patterns have been broadened as follows:

PROPOSED MQ REVISIONS:

Program Technician

No changes are proposed in the MQ's for this class.

Program Technician II

Pattern I will require 18 months of experience in California state service performing duties equivalent in level of responsibility to the class of Program Technician.

Pattern II will require 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.)

Program Technician III

Pattern I will require either 12 months of experience performing duties equivalent in level of responsibility to the class of Program Technician II or Supervising Program Technician I in California state service; or 30 months of experience performing duties equivalent in level of responsibility to the class of Program Technician.

Pattern II will require three 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 one year in a position equivalent in level to the California state civil service class of Program Technician II.)

Supervising Program Technician I

Pattern I will require 18 months of experience in California state service performing duties equivalent in level of responsibility to the class of Program Technician.

Pattern II will require 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 class of Program Technician II.)

Supervising Program Technician II

Pattern I will require either one year of experience in California state service performing duties equivalent in level of responsibility to the class of Program Technician II or Supervising Program Technician I; or two years of experience performing duties equivalent in level of responsibility to the class of Program Technician.

Pattern II will require three 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 Supervising Program Technician I.)

Supervising Program Technician III

Pattern I will require either one year of experience in California state service performing duties equivalent in level of responsibility to the class of Supervising Program Technician II or Program Technician III; or two years of experience performing duties equivalent in level of responsibility to the class of Program Technician II.

Pattern II will require four 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 one year in a position equivalent in level of responsibility to the California state civil service class of Supervising Program Technician II.)

Minor changes are also proposed for the K&As which better describe the interpersonal working relationships and technical resources used in the work.

11. If a probationary period other than six months is proposed, what is the rationale?
There is no change in the probationary period.
12. What is the impact on current incumbents?
Current incumbents are not affected by the proposed changes.
13. Will current employees move by examination, transfer, reallocation, split-off, etc.?
Explain rationale.
Not applicable.

CALIFORNIA STATE PERSONNEL BOARD

SPECIFICATION

PROGRAM TECHNICIAN
Series Specification
(Established March 1, 1996)

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 Code</u>	<u>Class Code</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~~ laws, 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 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 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~~ 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, ~~or~~ 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.

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 II 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 equivalent in level of responsibility to the class 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 with program responsibilities equivalent in level to those of the departmental program in the State of California governing the specified program area within the department for which the examination is being administered. (Experience in the California state service applied toward this requirement must include at least 18 months in a class with a position equivalent in level of responsibility not less than that of Office Assistant to the California state civil service class of Program Technician.)

PROGRAM TECHNICIAN III

Either I

In the California state service, either: (a) one year 12 months of experience performing the duties equivalent in level of responsibility to the class of a Program Technician II or Supervising Program Technician I; or (b) two years 30 months of experience performing the duties equivalent in level of responsibility to the class 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 with program responsibilities equivalent in level to those of the departmental program in the State of California governing the specified program area within the department for

which the examination is being administered. (Experience applied toward this requirement must include at least one year in a position equivalent in level of responsibility to the California state civil service class of Program Technician II.)

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~~ laws, rules, regulations, procedures, and policies; 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, co-workers and/or clients, either face-to-face or by telephone.

PROGRAM TECHNICIAN II
PROGRAM TECHNICIAN III

Knowledge of: All of the above; and appropriate ~~law~~ laws, rules, regulations, and policies of the State of California governing the specified program area(s) within the department for which the examination is being administered.

PROGRAM TECHNICIAN III

Ability to: All of the above and work independently with minimal direction.

CLASS HISTORY

<u>Class</u>	<u>Date Established</u>	<u>Date Revised</u>	<u>Title Changed</u>
Program Technician	3/1/96		--
Program Technician II	3/1/96		--
Program Technician III	3/1/96		--

CALIFORNIA STATE PERSONNEL BOARD

SPECIFICATION

SUPERVISING PROGRAM TECHNICIAN
Series Specification
(Established March 1, 1996)

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 Code</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~~ laws, 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~~ that 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 that 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

Either I

In the California state service, 18 months of experience performing duties equivalent in level of responsibility to the class of 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~~ with program responsibility equivalent in level to those of the departmental program in the State of California governing the specified program area within the department for which the examination is being administered. (Experience in the California state service applied toward this requirement must include at least 18 months in a class with a position equivalent in level of responsibility not less than to the California state civil service class of Program Technician II.)

SUPERVISING PROGRAM TECHNICIAN II

Either I

In the California state service: (a) one year of experience performing ~~the~~ duties equivalent in level of responsibility to the class of a Program Technician II or Supervising Program Technician I; or (b) two years of experience performing ~~the~~ duties equivalent in level of responsibility to the class 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~~ with program responsibility equivalent in level to those of the departmental program in the State of California governing the specified program area within the department for which the examination is being administered. (Experience in the California state service applied toward this requirement must include at least 18 months in a class with a position equivalent in level of responsibility not less than that to the California state civil service class of Supervising Program Technician II I.)

SUPERVISING PROGRAM TECHNICIAN III

Either I

In the California state service, either: (a) one year of experience performing the duties equivalent in level of responsibility to the class of a Supervising Program Technician II or Program Technician III; or (b) two years of experience performing the duties equivalent in level of responsibility to the class 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 with program responsibilities equivalent in level to those of the departmental program in the State of California governing the specified program area within the department for which the examination is being administered. (Experience in the California state service applied toward this requirement must include at least one year in a class with a position equivalent in level of responsibility not less than that to the California state civil service class 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 laws, rules, regulations, and policies of the State of California governing the specified departmental program area within the department area(s) for which the examination is being administered.

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 laws, rules, regulations, and policies of the State of California governing the specified departmental program area within the department area(s) for which the examination is being administered.

CLASS HISTORY

<u>Class</u>	<u>Date Established</u>	<u>Date Revised</u>	<u>Title Changed</u>
Supervising Program Technician I	3/1/96		--
Supervising Program Technician II	3/1/96		--
Supervising Program Technician III	3/1/96		--

