

PROGRAM TECHNICIAN

DEFINITION

Under general supervision, performs complex and technical administrative and other support work pertaining to specialized student services programs including, but not limited to, CalWORKS, TRIO, ACT, Upward Bound, EOPS and disabled student services; implements activities designed to publicize and facilitate program participation; designs and prepares information materials in support of program activities; researches, gathers, inputs, processes and maintains information using computers and other office equipment; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first level technical class in the Program Support Series within the Yosemite Community College District (YCCD). Incumbents in this class perform technical duties in support of complex student services program functions. Incumbents utilize technical knowledge of the assigned program, including its goals, objectives, and eligibility requirements, to make decisions and complete assignments. Thus, applicants for this class must have experience directly related to the specialized program area.

This class may be distinguished from the lower-level class of Program Assistant because incumbents in that class perform office administrative and other program support work

This class may be distinguished from the higher-level class of Program Specialist because incumbents in that class plan and coordinate program activities, serving as a lead worker or, alternatively, as the only support staff for an assigned program. A Program Specialist applies advanced technical knowledge and skill pertaining to the assigned program(s) in order to make decisions and complete assignments.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the general supervision of a manager or senior manager, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

ESSENTIAL DUTIES

- Performs a wide range of technical administrative and related support duties pertaining to specialized District programs; participates in program planning and development.
- Arranges and participates in special program events and activities such as field trips, tutoring sessions and cultural/educational enrichment activities; arranges logistics and itineraries.

- Performs technical instructional and information activities to assist program participants in fully utilizing program services and resources; develops and prepares instructional materials; conducts workshops and seminars on study skills, goal setting, college/university terminology, financial aid and other educational topics in support of program objectives; provides supportive technical services to help students achieve their academic goals.
- Reviews, verifies and processes program-related forms, applications and other documents to determine program/service eligibility based on applicable laws, regulations, policies and procedures; performs follow-up actions as needed.
- Matches students with program services, and makes appropriate referrals.
- Meets with program participants to collect and review transcripts, test scores and other academic progress documents; provides technical information regarding transfer requirements and/or career goals; reviews and tracks progress related to educational and career plans; assists program participants in completing college enrollment, financial aid, scholarship and other applications.
- Trains and assists disabled students in the use adaptive technology; operates and maintains specialized equipment, including computer hardware and software such as adaptive keyboards, voice recognition systems, magnification equipment, reading/scanning/audio machines, and Braille translation equipment.
- Provides program educational, testing, evaluation and other services; prepares and presents instructional materials to students in a variety of formats; explains materials and/or testing procedures; monitors student progress and reports progress to counselors/instructors.
- Administers specialized examinations and evaluations in support of program services; explains testing procedures; administers, reviews and scores routine tests and examinations; secures and accounts for all test materials before, during and after testing.
- Plans and develops publicity and other measures designed to inform and encourage the participation of target community groups; participates in outreach strategies and activities; conducts needs assessment surveys; develops various informational materials regarding program services and eligibility; arranges and coordinates the operation of informational booths at fairs, college nights and other marketing events; arranges logistics and itineraries; gives presentations regarding assigned programs.
- Monitors budgets for assigned functions; reviews claims and invoices; initiates appropriation, expenditure and revenue transfers and budget revisions; monitors expenditures to ensure fiscal integrity; compiles, analyzes, calculates and retrieves budget reports.
- Independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; may update web pages.
- Serves as a technical resource to others regarding assigned program areas; explains and interprets policies, regulations and operational procedures to persons contacting the office such as faculty, students, staff and the general public.
- Performs technical research on internal and external data, methods, mechanisms and processes; Develops and runs computerized queries; tabulates and summarizes data; identifies trends and concerns; prepares summary reports.
- Establishes and maintains program records and files; reviews documents for completeness and accuracy; posts information to computerized and/or manual management information storage and retrieval systems; researches, retrieves and compiles information; prepares complex technical reports and summaries; assists with grant and/or other funding development and administration.

- Schedules, assigns and monitors the activities of part-time and/or student workers.
- Makes arithmetical calculations and posts to statistical, financial and other numerical records; prepares data reports and tables.
- Maintains inventories of program materials, supplies and equipment; initiates purchases as authorized; receives and processes invoices and other purchasing-related documents.
- Operates a variety of office machines and equipment, including computers; may install and maintain hardware, software, peripherals and/or special devices.
- Attends meetings; may participate on committees and task forces.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:

- Technical administrative practices and processes.
- Technical instructional and tutoring practices.
- Specialized issues, procedures, and techniques pertaining to the operation of a specially funded student program.
- Modern office practice, marketing and publication strategies.
- College instructional goals and objectives.
- English usage, spelling, grammar, punctuation and arithmetical processes.
- Computerized data management, storage and retrieval systems.

Ability to:

- Perform a wide range of technical support pertaining to the assigned student program.
- Interpret and understand the college mission and present that message effectively.
- Use proper English grammar, spelling and punctuation; perform arithmetical calculations with speed and accuracy.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including substantial public contact; frequent deadlines and time-limited assignments.

Education and Experience:

Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

Pattern I

- Two years equivalent to a Program Assistant at YCCD.

OR Pattern II

- Education: Possession of an associate's degree from an accredited college or university, with major course work in counseling, communications, sociology, marketing, business administration or a closely related field.
- Experience: Two years performing office administrative and related support duties pertaining to specialized programs such as those offering disability services, employment assistance, academic enrichment and/or other services, and including direct interaction with program participants.

Special Requirements:

- Depending on the assignment of the position, it may be necessary for the above-required experience to have been in a specific program area.

Class Adopted: 03/01/09
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