

San Diego Community College

CLASSIFICATION DESCRIPTION

Title: Program Support Technician

Unit: Office Technical

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Job Code: J1127
Original Date: 01/2007
Last Revision: 02/2018
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 23

DEFINITION

Under the direction of an assigned manager, perform a variety of difficult and specialized districtwide program-specific technical, administrative, and clerical duties; serve as a primary and independent point of contact for the specific districtwide program; serve as a resource on related issues and provide information and advice as appropriate. Provide administrative support and troubleshoot problems, propose solutions, and determine the needs of the specialized districtwide program area. Make recommendations and assist staff members with administrative problems and procedures.

EXAMPLE OF DUTIES

1. Assist in the administration of a specific districtwide program. Monitor and control activities of that function independently, according to District policy and procedures, State and federal rules and regulations, labor relations contracts, and program directives. Identify issues and concerns related to operations, policies, and procedures and coordinate the resolution of issues.
2. Make presentations before large and small groups. Represent the districtwide program in meetings and committees and in the daily operation of the program. Act as liaison between the program area and other segments of the District or public. Work closely with multiple outside public, private, and government agencies.
3. Schedule, coordinate, plan, and organize program services, projects, and special events. Plan and coordinate the development of materials for conferences, meetings, and program events. Prepare, proofread, and distribute materials for a wide range of audiences.
4. Provide a wide range of information to faculty, staff, agencies, and the public regarding the assigned program and its impact on District missions and goals. Interpret and explain program and District policies, procedures, rules and regulations, and operations.
5. Compose and prepare correspondence responding to questions or inquiries. Prepare special documents, contracts, agreements, and reports for assigned program area. Maintain a variety of inter-related records.
6. Perform technical research and special studies for the specific program area. Create and develop specialized and technical documents and produce non-standard reports.
7. Organize, evaluate, and analyze a variety of information and data. Enter, extract, collect, compile, and make recommendations on collected information and data. Maintain master lists and databases.
8. Apply laws, rules, and District policies and regulations to the specific program. Assist in the formulation and preparation of operational policies and procedures on assigned projects and submit recommendations.
9. Operate a variety of office machines and equipment, including computer hardware and software.
10. Provide in-service training to clerical and other staff. May provide work direction or leadership for coordination of related work.
11. Monitor and prepare or assist with budgetary expenditures for program operations and functions.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

Applicable sections of California Education Code and local, State, federal, and program regulations.
Basic accounting and financial record-keeping practices.
Computer applications, including word processing, spreadsheets, and databases.
District and program goals and objectives, policies, requirements, rules, regulations, and procedures as applied to assigned program.
English usage, grammar, spelling, punctuation, and vocabulary.
Modern office practices, procedures, and equipment, including computer hardware and software.
Oral and written communications skills.
Principles and practices of training and work direction.
Principles and procedures related to technical writing.
Record maintenance and statistical record-keeping practices.
Research procedures, techniques, and principles, including problem solving and analysis necessary for the technical aspects of the assigned program.

Skills and Abilities:

Analyze situations accurately and adopt an effective course of action.
Communicate effectively both orally and in writing.
Coordinate intricate complex tasks and timelines for a large volume of districtwide activities.
Create and develop specialized and technical documents and produce non-standard reports.
Demonstrate interpersonal skills using tact, diplomacy, and courtesy.
Establish and maintain effective working relationships with others.
Implement aspects of a districtwide program independently.
Independently prepare correspondence.
Interact and communicate effectively with individuals and small and/or large groups.
Learn, interpret, and apply District and program policies, rules, and regulations.
Maintain confidential records.
Meet schedules and time lines.
Operate a variety of office machines and equipment, including computer hardware and software.
Organize, evaluate, and analyze data.
Perform a wide variety of difficult and specialized administrative, clerical, and technical work in the operation of an assigned program.
Perform technical research and special studies.
Plan, prioritize, coordinate, and organize work and events.
Relate effectively with people from varied cultural and socio-economic backgrounds.
Train and provide work direction to others.
Type/keyboard at 60 words per minute.
Understand and follow oral and written directions.
Work confidentially with discretion.
Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: two years of college with course work in business administration, education, or a field related to the specific District program and three years of increasingly responsible experience, including two years of complex technical experience related to the specific program.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:
Category III

Environment:

Favorable, usually involves an office. Some travel between assigned program locations. Assignments require flexible schedules including working evening hours and week-ends.