

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: 06/2013
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 such as, Outreach, Military Education, etc. Monitor and control activities of that function independently, according to District policy and procedures, federal and state rules and regulations, and labor relations contracts, and program directives. Identify issues and concerns relating 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 program area and with other segments of the District or public.
3. Work closely with multiple outside public, private, and government agents/agencies. Serve as liaison between the districtwide program and other segments of the District or the public. Schedule, coordinate, plan, and organize special events. Plan and coordinate the development of materials for conferences, meetings, and program events.
4. Provide a wide range of information to faculty, staff, agencies, and the public regarding assigned program and its impact on District missions and goals. Explain program and District policies, procedures, rules and regulations, and operations.
5. Compose and prepare letters and memoranda responding to questions or inquiries. Prepare special documents, contracts, agreements, and reports for assigned program area. Maintain a variety of inter-related record and files.
6. Perform technical research and special studies for specific program area.
7. Enter and extract, collect and compile information and data. Advise or make recommendations on the collected data and information. Upkeep and maintain master lists and databases perform special studies and produce non-standard reports. Accumulate, evaluate and analyze data.
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 data entry, (micro-computer hardware and software, adding machines, calculators, typewriters, copiers/scanners, and fax machines, etc.).
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:

- Basic research procedures, techniques, and principles including problem solving and analysis.
- Computer software involving word processing, spreadsheets, and databases.
- District and Program goals and objectives, policies requirements or, rules, regulations, and procedures as applied to assigned program.
- Intermediate operations of microcomputer equipment and data entry terminals.
- Office procedures and practices, including records maintenance, document processing, filing systems, telephone techniques, and letter and report writing.
- Oral and written communications skills.
- Principles and practices of training and work direction.
- Record maintenance and statistical record-keeping practices.
- Relevant sections of State Education Codes, local, State, federal, and program laws.
- Technical aspects of field of specialty.

Skills and Abilities:

- Analyze situations accurately and adopt an effective course of action.
- Aptitude to work with persons from diverse backgrounds.
- Assemble data and prepare correspondence and reports.
- Communicate effectively both orally and in writing.
- Conduct research and prepare reports.
- Coordinate intricate complex tasks and timelines for a large volume of districtwide activities.
- Establish and maintain effective working relationships with others.
- Implement aspects of a districtwide program independently.
- Independent liaison for the program assigned.
- Interact and communicate effectively with individuals, and small and/or large groups.
- Interpersonal proficiency.
- Lead and provide work direction to others.
- Learn, interpret, and apply District and Program policies, rules, and regulations.
- Maintain confidential records and files.
- Meet schedules and time lines.
- Perform a wide variety of difficult and specialized administrative, clerical, and technical work in the operation of an assigned program.
- Plan, prioritize, coordinate and organize work and events.
- Type at 60 words per minute from clear copy.
- 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 two years complex technical experience related to the specific program and three years of increasingly responsible clerical experience, including some training and/or experience in training and providing work direction to others.

WORKING CONDITIONS**Physical Requirements:**

Category III, usually minimum.

Environment:

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

OUTREACH

The Outreach Program Support Technician writes and develops Outreach materials and assists in the coordination of District and Campus Outreach projects and services; produces easy-to-read materials for the operations, meetings, conferences, and special events, etc.; serves as a resource on issues related to District and Campus Outreach; designs and prepares brochures, documents, spreadsheets, databases, slideshow presentations, WebPages, etc.; prepares correspondence, memos, periodic newsletters and reports; and prepares, proofreads, and distributes materials for a wide range of audiences and venues.

Technical and Special Requirements:

Academic policies and procedures for high school to post secondary institutions.
 Advanced English usage, grammar, spelling, punctuation, and vocabulary.
 Analyze and interpret admissions and transfer policy related to 4 year colleges.
 Creative desktop publishing, graphic arts, webpage maintenance.
 Creative and Technical writing.
 Effective and persuasive writing, public speaking, and presentation.
 Evaluate educational documents, transcripts, test scores and other referred documents.
 Large and Small event planning, scheduling, and organization.
 Multiple (post secondary and secondary) school systems Transfer, Graduation, and Entrance requirements.
 Proficient effective writing.
 Research and analyze course offerings, degree and examination requirements.

MILITARY ED

The Military Education Program Support Technician coordinates the administrative and instructional development of Military Education Program sites (Army & Navy) and performs various instructional and administrative support services including preparation of curriculum modifications, coordination of instructor and student thru-put, and . The Program Support Technician is the first point of contact, provides technical experience, analytical support, technical advice and detailed assistance to management, instructors, students and the public. Regularly performs human resources functions such as timekeeping, leave reporting, and payroll audits. There may be interstate travel to complete site employment and hiring processes.

Technical and Special Requirements:

Basic accounting and math.
 Basic human resources generalist knowledge.
 Budget preparation for multiple new sites.
 Current & valid 'SECRET' military clearance.
 Current & valid drivers' license (motor vehicle operator license).
 Maintain multiple sites revolving cash, checkbooks, supply acquisitions, and program budgets.
 Military leadership, ethical, organizational, and operational codes and professional standards.
 Multiple military education contracts with District.
 Multiple state laws, codes, and regulations concerning employment, wages, and labor.
 Notary Public

RISK MANAGEMENT

The District Office Risk Management Program Support Technician assists with the coordination of Risk Management projects, conducts accident investigations; serves on committees; trains staff on rules, regulations and procedures; designs and prepares slideshow presentations, correspondence, databases, spreadsheets, periodic newsletters, and risk management information reports; drives personal vehicle to meetings and between District sites.

Technical and Special Requirements:

Current & valid drivers' license (motor vehicle operator license)

Familiarity with American with Disabilities Act Amendment (ADAA), The Rehabilitation Act, and Fair Employment Housing Administration (FEHA) regulations

Knowledge of California Workers' Compensation reporting requirements, California Labor Code

Relevant education or experience in the area of workers' compensation, risk management, disability management, or vocational rehabilitation

Desirable requirements include:

1910 General Industry and California Occupational Safety & Health Administration (CAL/OSHA)

Requirements, Certified Safety Professional (CSP), Occupational Health and Safety Technician

(OHST), Occupational Safety & Health (OSHA) 30-hour Certificate, or other coursework or

experience with Occupational Safety or Environmental Health & Safety