# EDITED KSA LISTING

## CLASS: PROGRAM TECHNICIAN

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

| # | Knowledge, Skill, Ability |
|---|---|
| | **Knowledge of:** |
| **K1.** | Basic knowledge of modern office methods (e.g., filing systems, tracking systems, desk procedures, written/verbal communication, time management, phone etiquette, record keeping, data entry, etc.) to maintain and retrieve information, respond to inquiries from staff and the public, and to effectively supervise inmates, etc. |
| **K2.** | Intermediate knowledge of operating office equipment (e.g., computer software/programs, typewriter, calculator, copy machine, fax machine, scanner, telecommunications devices, shredder, fire equipment, etc.) to process documents and forms, disseminate information to other external agencies, general public and CDCR staff, and ensure safety of staff and inmates, etc. |
| **K3.** | Intermediate knowledge of grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting. |
| **K4.** | Basic knowledge of inmate supervision (e.g., Inmate Disciplinary process, daily inmate movement) in order to maintain the safety and security of the institution, train, correct, and direct inmates in meeting job expectations. |
| **K5.** | Basic knowledge of appropriate laws, rules, regulations, and policies (e.g., Penal Code, California Code of Regulations (CCR), Title 15, Departmental Operational Manual (DOM), rules, state and federal mandates, etc.) to provide information/instruction to staff to handle inquiries from within and outside the department. |
| **K6.** | Basic knowledge of mathematical computations to complete basic addition, subtraction, multiplication and division, associated with assigned duties. |
| **K7.** | Basic knowledge of various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) to maintain an organized filing system that would allow for swift and accurate retrieval of document/information. |

Bold text indicates that the KSA is not currently listed on the classification specification.

# EDITED KSA LISTING

## CLASS: PROGRAM TECHNICIAN

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

| # | Knowledge, Skill, Ability |
|---|---|

| | **Skill to:** |
|---|---|
| **S1.** | Skill to communicate effectively both verbally and in writing to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, public, and inmates/parolees. |
| **S2.** | Skill to apply appropriate laws, rules, regulations, and policies (e.g., CCR, Title 15, DOJ rules, state and federal mandates, etc.) in order to gather and provide information, respond to inquiries from within and outside the department, and ensure compliance with job requirements. |
| **S3.** | Skill to adhere to state departmental policies and unit procedures, (e.g., Inmate Movement History, Commitment Data Entry, etc.) to provide functional guidance, and ensure compliance with program policies and function efficiently. |
| **S4.** | Skill to evaluate state departmental policies and unit procedures, (e.g., Inmate Movement History, Commitment Data Entry, etc.) to provide functional guidance, and ensure compliance with program policies and function efficiently. |
| **S5.** | Skill to perform basic clerical duties, such as sorting, filing, maintaining records and proofreading to effectively perform assigned duties. |
| **S6.** | Skill to receive verbal and written directions in order to resolve technical and other problems to ensure work is done accurately. |
| **S7.** | Skill to spell correctly, and use of proper English and grammatical structure (e.g., proper sentence structure, punctuation, vocabulary, etc.) to accurately prepare reports, proofread, correct documents and file. |
| **S8.** | Skill to perform mathematical computations to complete basic addition, subtraction, multiplication and division problems associated with assigned duties. |
| **S9.** | **Skill to multi-task workload (e.g., inmate/parolee movement, court documents, inmate fingerprint cards, parolee discharge cards, etc.) to ensure work is completed within timeframes.** |

Bold text indicates that the KSA is not currently listed on the classification specification.

# EDITED KSA LISTING

## CLASS: PROGRAM TECHNICIAN

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

| # | Knowledge, Skill, Ability |
|---|---|
| | **Ability to:** |
| **A1.** | **Ability to lift up to 40 pounds.** |
| **A2.** | **Ability to work in a group setting as well as independently.** |
| **A3.** | **Ability to make an independent decision in the absence of a supervisor.** |

Bold text indicates that the KSA is not currently listed on the classification specification.

# EDITED KSA LISTING

## CLASS: PROGRAM TECHNICIAN

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

| # | Knowledge, Skill, Ability |
|---|---|

| | **Special Personal Characteristics:** |
|---|---|
| **SPC1.** | Courtesy and integrity |
| **SPC2.** | Punctuality |
| **SPC3.** | Good attendance |
| **SPC4.** | Flexibility |

Bold text indicates that the KSA is not currently listed on the classification specification.