

EDITED KSAPC LISTING

CLASSIFICATION: **PROGRAM TECHNICIAN III**

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	Comprehensive knowledge of office methods and procedures (e.g., filing systems, tracking systems, desk procedures, data entry, etc.) to maintain and retrieve information, respond to inquiries and effectively train staff.
K2.	Comprehensive knowledge of office equipment (e.g., computer software/programs, fax machine, scanner, telecommunication devices, etc.) to process documents and disseminate information to internal/external agencies.
K3.	Comprehensive knowledge of appropriate laws, rules, regulations, and policies [e.g., Penal Code, California Code of Regulations (CCR), Title 15, Department of Justice (DOJ), Departmental Operational Manual (DOM), etc.] to ensure staff are in compliance.

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KSAPC Statements	
Ability to:	
A1.	Ability to effectively communicate both verbally and in writing to disseminate information, respond to inquiries, and deal tactfully with departmental staff and outside agencies.
A2.	Ability to apply appropriate laws, rules, regulations, and policies (e.g., Penal Code, CCR, Title 15, DOJ, DOM, etc.) when responding to inquiries from internal/external agencies.
A3.	Ability to evaluate departmental policies and unit procedures to provide guidance and ensure compliance.
A4.	Ability to perform administrative duties (e.g., data entry, filing, proofreading, etc.) to effectively perform assigned duties.
A5.	Ability to follow verbal and written instructions to resolve technical issues/concerns and ensure optimal performance.
A6.	Ability to evaluate situations accurately and take effective action to resolve issues/concerns and ensure optimal performance.
A7.	Ability to use various database systems to resolve technical issues/concerns and effectively perform assigned duties.
A8.	Ability to work independently with minimal direction to complete daily assignments.
A9.	Ability to multi-task and prioritize workload to ensure timeframes are maintained.