

**Program Support Technician  
San Diego Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=253032>

Downloaded On: Feb. 22, 2025 11:47am

Posted Feb. 13, 2025, set to expire Mar. 6, 2025

<b>Job Title</b>	Program Support Technician
<b>Department</b>	Health Services
<b>Institution</b>	San Diego Community College District San Diego, California
<b>Date Posted</b>	Feb. 13, 2025
<b>Application Deadline</b>	03/06/2025
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Other
<b>Apply Online Here</b>	<a href="https://apptrkr.com/6001063">https://apptrkr.com/6001063</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

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**Program Support Technician**

**San Diego Community College District**

**Closing Date:** 3/6/2025

**Position Number:** 00120589

**Location:** San Diego Mesa College

**Position Type:**

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Classified

### **The Position:**

Posting Details (Default Section)

Closing Date: 03/06/2025 Open Until Filled No Classification Title Program Support Technician Working Title Mental Health Program Support Technician Recruitment Limits Location San Diego Mesa College Pay Information Range 23 (\$4,268.82 - \$6,814.00 per month based on the current [Classified salary schedule](#). New employees will begin on Step F (\$5,448.21). Step placement is non-negotiable. Promoted or transferred employees will be placed as specified in the CBA. This position is FLSA Non-exempt (may accrue overtime). Excellent Benefits are provided to all Contract employees with assignments greater than, or equal to, 50% (0.50 FTE) and all eligible dependents. A temporary probationary period will apply to the employee entering this assignment. The SDCCD Employment Web Page provides a link to employee collective bargaining agreements/handbooks, salary schedules and more information about terms and conditions of employment to include salary and benefits. Position Equivalent FTE: 1.0 FTE No. Months: 12 Months Position Number: 00120589 FLSA Status Non-Exempt (accrues overtime) Position Type Classified Bargaining Unit AFT - Classified Professionals Range 23 Department Health Services The Position From San Diego Mesa College President Ashanti Hands:

San Diego Mesa College seeks energetic and dedicated candidates to apply for classified positions. The College is committed to academic excellence and diversity, equity and inclusion among its faculty, staff, and students. As the "Leading College of Equity & Excellence", we take responsibility for equitable outcomes and work together to create successful pathways for all of our students.

As the largest college in the San Diego Community College District, the institution enjoys a solid financial standing, state of the art facilities, and a world-class faculty and staff. For 61 years, Mesa College has been on the leading edge, from offering a Community College Bachelor's Degree, to the number of students transferred and graduating with an Associate Degree.

We are adding new staff, faculty and administrators who, alongside our stellar colleagues, will lead us into the future. Candidates who believe that they can demonstrate a commitment to equity and excellence by creating the conditions that matter for our students to succeed are encouraged to apply

This position will work closely with the Mental Health team to support the objective of intentionally addressing barriers and access to mental health and health care for San Diego Mesa College students. The Program Support Technician's primary role will be in reception and scheduling, maintaining data

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reports, offering class presentations, and in supporting targeted outreach efforts. The Program Support Technician is often the first point of contact for students seeking services at the Mental Health Center and campus/community partners who are working with the Mental Health department to support student success. The Program Support Technician will also be working closely with the outreach and prevention/education activities to support the mission of the Mental Health Center.

Primary responsibilities include:

- Greeting students/consumers and responding to requests for counseling via in person, phone and email
- Managing incoming email and phone calls
- Creating and maintaining efficiency in scheduling and charting processes via Electronic Health Records (EHR's) and other educational software programs
- Preparing special documents, contracts, agreements, and reports and maintaining a variety of inter-related records via EHR's and other educational software programs
- Scheduling, coordinating, planning, and organizing program services, projects, and special events, including vendor set up and purchasing
- Planning and coordinating the development of materials (social media/print advertising) for conferences, meetings, and program events including travel and payment requests
- Maintaining a calm demeanor, engaging in conflict resolution with potentially upset, agitated or angry students/consumers
- Engaging in ongoing data collection & analysis and routine report writing
- Providing collaborative support within a multidisciplinary team of health providers within the Student Health Center
- Supporting the organizational structure of the MHC and outreach/prevention efforts
- Maintenance of protected health information (PHI) in accordance with all state and federal laws (FERPA, HIPAA and CMIA) and working knowledge of EHR's
- Solid oral/written/interpersonal skills are required.
- Facilitate and organize events engaging the community in restorative practices and advocacy for students of marginalized populations.
- Preference will be given to applicants who, in addition to meeting the requirements, have counseling center experience or an area of expertise related to collegiate health

Applications are currently being accepted for Program Support Technician in the Mental Health Services Department, located at San Diego Mesa College. Hours are Monday through Thursday,

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8:00am - 6:00pm; Friday, 8:00am - 1:00pm. The selected candidate must be willing to adjust workdays/hours based on the department's needs.

Please note that an employee may be transferred to any site at the option of the Chancellor. Classification Description Click [here](#) for description.

If you would like to open the link in a different tab or window, right click and select the option. Desired Qualifications **Desired qualifications:**

- Strong preference for bilingual
- Strong organizational skills
- Public speaking experience
- Engagement on social justice advocacy and awareness of barriers to accessing healthcare in marginalized populations
- Experience working in a medical and/or mental health office/clinic setting or equivalent

### Knowledge of:

- Impact of social issues on healthcare/mental health particularly in marginalized communities
- Conflict resolution/crisis management
- Problem solving approaches (solution focused)
- Privacy laws surrounding healthcare (HIPAA/FERPA)
- Health and mental health community resources in San Diego County

### Critical thinking skills:

- Ability to adapt and modify protocols based on presenting circumstances
- Strong collaborative skills to work in multi-disciplinary healthcare setting

Foreign Degree: Applicants with foreign degrees from colleges or universities outside of the United States must have their coursework evaluated by a professional association that is a member of the National Association of Credential Evaluation Services ([NACES](#)) or Academic Credentials Evaluation Institute, INC. ([ACEI](#)). A copy of the evaluation must be submitted with your on-line application.

Commitment to Diversity: All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and classified professionals.

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Click [here](#) for the EEO / Diversity / Nondiscrimination - Policies and Procedures Special Instructions to Applicants: To ensure consistency, fairness, and alignment with our commitment to Diversity, Equity, Inclusion, and Accessibility (DEIA), please submit only the materials specifically requested in this posting (e.g., no personal photos, articles, etc.). Be sure to upload the required documents using the respective document name labels. Uploading extraneous materials, unless explicitly requested, may result in your application not being reviewed. Only complete application packets will be forwarded to the committee.

Application materials sent via mail, fax, or email will not be accepted. All correspondence, including interview invitations, will be communicated via email.

We are dedicated to maintaining the confidentiality of all inquiries, nominations, and applications in the strictest confidence, and we encourage applicants from diverse backgrounds to apply.

1. Complete online application;
2. Letter of Interest;
3. Resume; AND,
4. Three (3) professional references as listed in the application.
5. Unofficial transcripts (optional).
6. Foreign degree evaluation (if applicable).

Tentative Timeline (Subject to Amendments) Conditions of Employment: **SELECTED CANDIDATE IS REQUIRED TO COMPLETE THE FOLLOWING PRIOR TO EMPLOYMENT:**

- Submit "official" college transcripts as stated on application (even if a degree is not a requirement for this position); Including Foreign Degree Evaluation, if applicable.
- Provide a Certificate of Tuberculosis Exam for initial appointment (Note: The certificate must be renewed every 4 years as a condition of continuing employment);
- Have fingerprints taken by a Live Scan computer at the District's expense (Clearance must be received prior to first day of employment);
- Present original documents for proof of eligibility to work in the United States **as required by the I9 Employment Eligibility Verification form**; AND,
- Attend a new hire processing appointment in People, Culture, and Technology Services located at the District Administrative Offices.

### **EMPLOYMENT AFTER RETIREMENT**

If you accept a contract (permanent) position with SDCCD and are a retired annuitant with CalPERS or

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CalSTRS, you must reinstate from your retirement system. Please reference the [CalPERS](#) or [CalSTRS](#) website for further information. Additional Information: **EMPLOYEE BENEFITS**

SDCCD provides a comprehensive fringe benefit package for its full-time classified employees. The District contributes toward the cost of the premium (including dependent coverage) for the medical insurance plan options. Additional benefits include dental, vision, sick leave, vacation and opportunities for professional development. Contract employees become members of the California Public Employees' Retirement System (CalPERS) upon appointment. Posting Number CL01748

**Major Responsibilities:**

**Qualifications:**

**Desired Qualifications:**

**Desired qualifications:**

- Strong preference for bilingual
- Strong organizational skills
- Public speaking experience
- Engagement on social justice advocacy and awareness of barriers to accessing healthcare in marginalized populations
- Experience working in a medical and/or mental health office/clinic setting or equivalent

**Knowledge of:**

- Impact of social issues on healthcare/mental health particularly in marginalized communities
- Conflict resolution/crisis management
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**Licenses:**

**Pay Information:**

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**To apply, visit:** <https://www.sdccdjobs.com>

*All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students and staff.*

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

Health Services  
San Diego Community College District



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