



# Human Resources Technician

## *Test Information Guide for Candidates*

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**Remote Test Completion Deadline:**

Sunday, June 11, 2023 at 12AM

**Optional On-Site Test Date:**

Tuesday, June 6, 2023

**Personnel Board of Jefferson County**

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Birmingham AL 35203

## Table of Contents

HUMAN RESOURCES TECHNICIAN TEST INFORMATION GUIDE OVERVIEW .....	3
OVERVIEW OF THE HUMAN RESOURCES TECHNICIAN POSITION .....	3
OVERVIEW OF COMPETENCIES .....	4
DESCRIPTION OF THE HUMAN RESOURCES TECHNICIAN TEST .....	5
<i>Online/Computer-Based Test</i> .....	5
<i>On-Site Administration</i> .....	5
<i>Test Description</i> .....	6
DESCRIPTION OF THE HUMAN RESOURCES TECHNICIAN TEST ADMINISTRATION .....	6
<i>Items you will need to complete the exam</i> .....	6
<i>Important Test Instructions</i> .....	6
<i>Remote Test Security Procedure</i> .....	7
HOW TO PREPARE FOR THE HUMAN RESOURCES TECHNICIAN TEST .....	7
TEST SCORING & RESULTS NOTIFICATION .....	8
CONTACT INFORMATION .....	9
ADA ACCOMMODATIONS .....	9
APPENDIX A – JEFFERSON CITY SOCIAL MEDIA POLICY .....	10
<b>Jefferson City Social Media Policy</b> .....	11
<b>Subject</b> .....	11
<b>Authority</b> .....	11
<b>Applicability</b> .....	11
<b>Policy</b> .....	11
<b>1.0 Definitions</b> .....	11
<b>2.0 Procedures</b> .....	12

## Human Resources Technician Test Information Guide Overview

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Congratulations on your eligibility for the Human Resources Technician examination! The Personnel Board of Jefferson County (PBJC) is pleased that you are interested in a job as a Human Resources Technician within the Jefferson County Merit System. This guide is designed to provide you with an overview of the Human Resources Technician position and provides valuable information that will allow you to be more familiar with the examination process. It is strongly recommended that you thoroughly review the information provided in this manual. A thorough familiarity with the examination process will eliminate uncertainty and reduce anxiety that can sometimes be experienced in testing situations.

### Overview of the Human Resources Technician Position

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Individuals working as Human Resources Technicians in the Merit System are responsible for specialized administrative work to support a human resources program within their jurisdiction. Incumbents in this position perform paraprofessional human resources activities for an assigned program area or activity requiring the application of extensive procedural knowledge and understanding of transaction processing procedures, organizational policies, and the Rules and Regulations affecting Merit System personnel actions. Human Resources Technicians work in an office setting, and the work is primarily sedentary in nature.

Although not for everyone, a career as a Human Resources Technician is both challenging and rewarding. While actual duties may vary based on the jurisdiction and/or department of employment, below are examples of typical duties performed by Human Resources Technicians in the Merit System.

- *Advises and provides information to employees, supervisors, department heads and the public on matters related to jurisdictional and departmental policies and procedures.*
- *Performs general and advanced administrative duties (e.g., data entry, report writing, preparing correspondence etc.) in order to effectively fulfill departmental/jurisdictional needs.*
- *Processes personnel actions into Human Resources Information Systems (HRIS) by receiving and reviewing personnel action forms, ensuring changes are accurate, and entering the action into the appropriate systems in order to maintain detailed and accurate human resources data.*
- *Assists with the collection and evaluation of job applications by creating job announcements, reviewing submitted applications, answering questions from applicants, notifying applicants of their eligibility status and receiving/reviewing applicant appeals.*
- *Prepares and maintains certification lists by receiving and reviewing certification requests, establishing lists of qualified candidates for a job announcement, entering the active dates for the list, updating certification lists, and sending out lists to jurisdictions so that they can fill vacancies.*

The Human Resources Technician job class is a Grade 18 position and is located in multiple jurisdictions within the Merit System, including the City of Birmingham, the Personnel Board of

Jefferson County, the Jefferson County Commission, and the Jefferson County Department of Health. Please note that salary ranges for this job will vary by jurisdiction and are subject to change due to cost of living adjustments. You can check current salary ranges at:

<http://www.pbjcal.org/employment/schedules.aspx>.

## Overview of Competencies

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This examination was developed as the result of an in-depth study involving Human Resources Technicians currently employed in the Merit System. During this systematic process, data is gathered from both incumbents and their supervisors and is analyzed in order to identify the duties and tasks critical for job success and the knowledge, skills, and abilities (KSAs) that are required to perform those duties. Next, the KSAs, are grouped into competencies. These competencies are the foundation for examination questions and exercises.

The following are examples of the competencies and KSAs that are being measured by the Human Resources Technician examination process:

- **Adaptability & Flexibility**
  - Ability to adjust to changing work demands, procedures, technology, and/or priorities.
  - Ability to assess the importance of, and consequences associated with tasks in order to set priorities in light of competing demands.
- **Computer & Technology Operations**
  - Skill in typing text and entering data and/or information quickly and accurately using appropriate equipment (e.g., computer, calculator).
  - Skill in using Microsoft Excel or similar spreadsheet software.
  - Skill in using Microsoft Outlook or other similar email software.
  - Skill in using Microsoft Word or similar word processing software.
- **Learning & Memory**
  - Ability to learn unfamiliar material/information quickly and accurately.
- **Planning & Organizing**
  - Skill in managing one's own time and the time of others.
- **Problem Solving & Decision Making**
  - Ability to combine information in order to form logical conclusions or to identify relationships between different pieces of information.
  - Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

- **Reviewing, Inspecting & Auditing**
  - Ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- **Self-Management & Initiative**
  - Ability to work productively and effectively under conditions of high stress, such as tight deadlines, heavy workloads, or emergency situations.
- **Teamwork & Interpersonal**
  - Ability to manage and resolve conflicts with coworkers and/or customers.
  - Ability to work collaboratively with a group or team in an effort to achieve a common goal.
  - Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
  - Knowledge of appropriate citizen interactions when dealing with the public.

## **Description of the Human Resources Technician Test**

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This section of the guide provides you with descriptions of the test components that you will complete during the Human Resources Technician examination. The examination was developed based on the job analysis data gathered from job incumbents and supervisors. Multiple methods were used for gathering job data, including site observations, individual and group interviews/focus groups, and job analysis questionnaires. This process helped to determine the critical duties, tasks, and KSAs for the Human Resources Technician position. The examination is designed to assess the KSAs that were deemed important and needed on day one of the job by Human Resources Technician subject matter experts.

### ***Online/Computer-Based Test***

The examination will be administered remotely through the eSkill online assessment platform and will consist of multiple sections. Candidates will be required to complete the computer-based test using their own desktop computer or laptop. You should have received an email from eSkill Assessment Platform with a link that you will use to access your exam.

**IMPORTANT NOTE: This link will only be active through June 11, 2023. You are required to take the exam within this time period or you will not move forward in the selection process.**

Once you've accessed the link, you will be prompted to input your first and last name and your email address. Please ensure the email address you submit is the same one you used when applying for the position.

### ***On-Site Administration***

If you are unable to complete the test remotely, an on-site test administration option will be held on **Tuesday, June 6, 2023**. Please notify Michael Sutton at 205-279-3627 or [michael.sutton@pbjcal.org](mailto:michael.sutton@pbjcal.org) to schedule an on-site test.

### ***Test Description***

The Human Resources Technician test consists of 73 items designed to measure the competencies listed in the previous section. **Candidates will be given two and a half hours to complete all 73 items.** Candidates will respond to a variety of question types (e.g., multiple choice, true/false, data entry, simulations) using a keyboard or clicking the mouse to select the answer(s) deemed the most correct. One section of the test will require candidates to answer questions that reference the Jefferson City Social Media Policy. A copy of this policy is included at the end of this guide as Appendix A. Candidates are encouraged to review this policy prior to the test. **Additional copies of the policy will be available to all candidates through the online testing platform on the day of the test as well.** Please note, this policy was created for testing purposes only and does not reflect any particular policy of the Personnel Board of Jefferson County nor is it based on, or representative of, any Merit System jurisdiction policy.

### **Description of The Human Resources Technician Test Administration**

As mentioned above, the Human Resources Technician examination will be an online/computer-based test that you complete remotely. You should have received an email invitation for the online test from eSkill Assessment Platform with instructions and a link specifically for you to access your exam. This link will only be active through June 11, 2023. If you received an email indicating you met the MQs, but did not receive a test invite from eSkill, please check the spam or trash folders for your email account. If you are still unable to locate your test invite from eSkill after checking your inbox and spam or trash folders, please contact Michael Sutton at [michael.sutton@pbjcal.org](mailto:michael.sutton@pbjcal.org) or 205-279-3627.

### ***Items you will need to complete the exam***

- Test invite email from eSkill Assessment Platform with your test link.
- A copy of the Jefferson City Social Media Policy (found in Appendix A of this document, the policy will also be available through the online testing platform while you are completing the test).
- Desktop or laptop computer. (This test cannot be completed on a cell phone, tablet, or mobile device).
- Internet Access.
- Chrome, Edge or Firefox browsers are preferred. (The test is no longer compatible with Internet Explorer).
- A place to complete the test away from other people, noise, and distractions.
- A blank piece of scratch paper.
- Writing utensils.
- A calculator.

### ***Important Test Instructions***

- After beginning the exam, do not use your browser's back, forward, or refresh buttons to navigate within the exam. You can use the built-in navigation buttons in eSkill to go back to previous items, if allowed and if time remains.

- After you answer each question, hit the “Next Question” button to go to the next question. The question number will be noted in the top of the screen. When you have completed all of the questions, click “End Test and Submit Responses.” **DO NOT** hit “End Test” until you have completed all of the questions or once time has run out. Once you click “End Test” you will not be able to go back to the test.
- A timer will be shown at the top of the screen. When the time expires, your last answer will be recorded and any unanswered questions will not be scored.
- Be sure to read all instructions carefully.

### ***Remote Test Security Procedure***

You, as the test taker, must agree to complete this examination without assistance from outside parties or materials not provided by the Personnel Board of Jefferson County. You must also ensure all exam content remains confidential. The Personnel Board of Jefferson County reserves the right to require you to complete parallel versions of this exam in a proctored setting in order to confirm your identity as the original test taker if you are advanced to the next phase of the selection process.

The Personnel Board has a strict “no cheating” rule. If you are caught cheating during any portion of the examination, you will receive a zero and be immediately disqualified. In addition, you may be barred from taking any future merit system examinations (Rule 9.14). There are no exceptions to this rule.

### **PROHIBITED ITEMS – You CANNOT use the following items during the test:**

- Cell phones or other electronic devices including radios, smart watches, tablets, Bluetooth devices, MP3 players, e-readers, pagers, etc.
- Pre-made notes or test guides
- Additional tabs on your browser
- Additional computer programs
- Books or other reference materials

## **How to Prepare for the Human Resources Technician Test**

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### **✓ Read the study materials thoroughly.**

This Test Information Guide has been provided to you to help you prepare as much as possible for the various components of the Administrative, Medical and Court Clerk exam. This Guide can provide some insight into the testing process, what to expect when completing the exam, as well as the job duties, knowledge, skills and abilities that are important for the job(s).

### **✓ Make sure you have all necessary equipment and instructions.**

Before the test begins, make sure you have everything you will need to successfully complete the examination process. Also, make sure you have read through the instructions so you understand what to do.

### **✓ Make sure you have a quiet place to complete the exam and have allowed enough time.**

To preserve the integrity of the examination and ensure your best personal performance, please ensure any computer you will be using for the test will be away from any other people,

noise, and distractions. In addition, make sure you have set aside at least two and a half hours to complete the entire exam. You may not require the entire time to complete all exercises of the exam, but you will want to make sure you have ample time to finish the entire exam once you start it.

✓ **Use the restroom prior to starting the exam.**

Ensure you use the restroom before you begin. Once the exam begins, any time taken to use the restroom will count against your test time and cannot be made up.

✓ **Read all instructions.**

Read all instructions contained in the test. You want to make sure you are performing the tasks correctly.

## **Test Scoring & Results Notification**

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As stated previously in this Guide, all of your responses to test questions and exercises will be collected through your testing computer. Candidate responses will be downloaded for further analysis to calculate each candidate's final score. The final score of passing candidates will be placed into a rank-ordered list.

Once the analysis is complete, you will be notified of your score by email. When you receive your test score notice, it will include your final score on the exam as well as your preliminary rank. This rank is tentative and may change if there is any change to candidates' scores during the appeal period.

Four (4) business days from the date the score notices are emailed constitutes the appeal period for this examination. If you have any questions about your test score or rank, please contact **Michael Sutton** at **205.279.3627** or **michael.sutton@pbjcal.org**. If after speaking with this staff member you still have concerns about your test score, you may submit a written appeal to the Personnel Board Director outlining your concerns. All appeals are treated seriously and reviewed thoroughly before making a determination. Appeals related to the content of the test, however, are not considered. Procedural matters related to test administration, assessment, or score calculation are legitimate areas for appeal. To be considered, an appeal must be received at the Personnel Board offices by the appeal end date listed in the notice. Appeals received after this date will not be considered.

If you successfully pass the exam, your name will be added to an eligible register of candidates. Your name will be placed on the list, in rank order, according to your score on the exam. Names are sent to departments with vacancies throughout the Merit System according to rank on the test. (Keep in mind that your rank will improve as other individuals are selected and hired off of the eligible register.) The Human Resources Technician register stays active for approximately one (1) year. If, during that period, you would like to see if your rank has changed, you may call our Applicant Services department at 205.279.3500.

The various jurisdictions for which there are openings for Human Resources Technician may wish to conduct further selection procedures to review candidates. After the eligible register has been released to these jurisdictions, you may be contacted to participate in the jurisdictions' secondary selection processes.



## Contact Information

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Should you have any questions or concerns regarding this material or the examination process, please contact any of the individuals listed below.

### **Michael Sutton**

Assessment & Development Specialist

Email: [michael.sutton@pbjcal.org](mailto:michael.sutton@pbjcal.org)

Phone: 205.279.3627

### **Lauren McMahan**

Senior Assessment & Development Specialist

Email: [lauren.mcmahan@pbjcal.org](mailto:lauren.mcmahan@pbjcal.org)

Phone: 205.279.3619

### **Becky Lopez**

Human Resources Technician

Email: [becky.lopez@pbjcal.org](mailto:becky.lopez@pbjcal.org)

Phone: 205.279.3562

## ADA Accommodations

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If you would like to request special testing accommodations or have any questions concerning the test site or testing conditions, please contact Marty Alber at 205.279.3595 or at [Marty.Alber@pbjcal.org](mailto:Marty.Alber@pbjcal.org) by Tuesday, June 6, 2023.

You may complete the ADA Accommodation Request Form by following the link here:

<http://www.pbjcal.org/ada.aspx>

**Appendix A – Jefferson City Social Media Policy**

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# **Human Resources Technician**

## **Jefferson City Social Media Policy**



**June 2023**

# Jefferson City Social Media Policy

**Effective Date:** April 3, 2016

## Subject

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Jefferson City Social Media Use Policy.

## Authority

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This regulation is issued pursuant to Section 2.08 of the Jefferson City Code and has been approved by the Board of Directors.

## Applicability

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Jefferson City has a business need to augment traditional communication methods with the use of social media channels. The use of social media presents opportunity and risk to the City and individual City departments. In general, the City supports the use of social media to further City and department missions and goals.

The City endorses the secure use of social media technology to enhance communication, collaboration and information exchange; streamline processes; and foster productivity improvements. However, their application must not compromise data confidentiality and integrity. The same standards of conduct, principles and guidelines that apply to Jefferson City employees in the performance of their assigned duties apply to employee social media technology use. This document establishes citywide social media use policies, protocols and procedures intended to mitigate associated risks from use of this technology where possible.

## Policy

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Department use of social media technology shall conform to the policies, protocols and procedures contained, or referenced, herein.

## 1.0 Definitions

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### 1.1 Social Media

The U.S. Government defines social media as the various activities that integrate technology, social interaction, and content creation. Through social media, individuals or groups can create, organize, edit or comment on, combine, and share content. Social media uses many technologies and forms, including social-networking sites, blogs, wikis, photo-sharing, video-sharing, podcast, social bookmarking, mash-ups, virtual worlds, and more. Not all forms of social media may be appropriate for use by City departments.

### 1.2 Approved City Social Networking Site

Approved City social networking site refers to social networks that the City Administrator's Office (CAO) and Information Services and Technology (IST) Department have assessed and approved for use by City departments. See the Jefferson City Social Media Playbook (Networks and Standards) for the most recent list of approved sites.

**1.3 Post**

An administrator submitted message/blog in the form of, but may not be limited to, text, videos, photographs, graphics, links (hyperlinks), documents, computer applications, etc.

**2.0 Procedures**

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**2.1 City Social Media Technology Use**

Department use of social media technology shall conform to the policies, protocols and procedures contained, or referenced, herein.

1. Comply with all applicable federal, state, and city laws, regulations and policies. This includes adherence to but may not be limited to established laws and policies regarding copyright, records retention, Freedom of Information Act (FOIA), Alabama Public Records Act, First Amendment, Americans with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Hatch Act of 1939, privacy laws, employment related laws, plus City established Administrative Rules and Regulations No.1.25 – Social Media Use and Personnel Management Regulations (PMR) such as but not limited to No. 20 – Employee Standards of Conduct, No. 21 – Equal Employment Opportunity and Anti-Harassment, No. 23 – Electronic Use, and No. 26 – Workplace Security, Safety, and Violence in the Workplace.
2. Be familiar and carry-out social media activity in accordance with Jefferson City Social Media Playbook.

**2.2 Requirements for Department's Using Social Media**

Departments who choose to utilize social media shall:

1. Establish a well thought out social media work plan that complements citywide policies and considers the department's mission and goals, audience, legal risks, technical capabilities, security issues, emergency response procedures, etc. The work plan shall be submitted to IST and City Administrator's Office for review.
2. Designate a Social Media Coordinator responsible for overseeing the department's social media activity, policy compliance, and security protection.

**2.3 Authorized Use**

Department Heads, or designees, are responsible for designating officials of use.

1. Social media network usage shall be limited only to those with a clear business purpose to use the forum.
2. Appropriate usage levels include identifying what sites the individual is approved to use, as well as defining capability: publish, edit, comment or view only.
3. Only official spokespersons, Public Information Officers, Social Media Coordinators, and Department Head designee shall be considered authorized users and have permission to post and respond.
4. Authorized users shall review the City's social media policies and procedures and are required to acknowledge their understanding and acceptance of their scope of responsibility via signing an acknowledgement form and forwarding to IST.

**2.4 User Behavior**

The same standards, principles, and guidelines that apply to Jefferson City employees in the performance of their assigned duties apply to employee social media technology use.

1. Authorized users shall do so only within the scope defined by their respective department per § 2.3 and in compliance with all City policies, practices and user agreements and guidelines.
2. Authorized social media spokespersons participating in social networking discussions related to City business matters in off-City time shall indicate that viewpoints are personal and do not necessarily reflect City opinion.
3. Violations of this policy shall be reviewed on a case-by-case basis and may result in appropriate disciplinary actions.

### **2.5 Approved Social Media Networks**

Departments shall only utilize City approved social media networks for hosting official City social media sites listed in Jefferson City Social Media Playbook.

1. New social media networks under consideration will be reviewed and approved by the City Administrator's Office and IST Chief Information Officer with consultation from City Counsel and Human Resources when appropriate.
2. For each approved social media network, usage standards will be developed to optimize government use of the site.
3. Departments may request review and approval of additional social media networks to IST as needed.

### **2.6 Authenticity Establishment**

City department social media sites shall be created and maintained with identifiable characteristics of an official City site that distinguishes them from non-professional or personal uses.

1. City social media network accounts shall be created using an official City email account.
2. Contact information should display an official City email address, include something about being the "official account", and provide a link to the City or department website.
3. The name "Jefferson City" or the official City or department logo must be displayed.

### **2.7 Site Content**

Departments are responsible for establishing and maintaining content posted to their social media sites.

1. Social Media Coordinators shall review site activity daily for exploitation or misuse.
2. Social media content shall fully comply with all of the City's Personnel Management Regulations including but not limited to No. 20, 21, 23 and 26.
3. Contents posted on City social media sites may be considered public records subject to disclosure under Alabama's Public Record Act ("PRA" – Government Code §§ 6250 et. seq.). PRA requests for the production of posts on a City social media site shall be referred to City Counsel for review and response.
4. Following forms of content posted by external and authorized users may be subject to removal if they contain:
  - A. Profane language or content;
  - B. Content that promotes, fosters or perpetuates discrimination of protected classes;
  - C. Sexual harassment content;
  - D. Solicitations of commerce or advertisements including promotion or endorsement;
  - E. Promotion or endorsement of political issues, groups or individuals;
  - F. Conduct or encouragement of illegal activity;
  - G. Information that may tend to compromise the safety or security of the public or public systems;
  - H. Content intended to defame any person, group or organization;

- I. Content that violates a legal ownership interest of any other party, such as trademark or copyright infringement;
  - J. Making or publishing of false, vicious or malicious statements concerning any employee, the City or its operations;
  - K. Violent or threatening content;
  - L. Disclosure of confidential, sensitive or proprietary information;
  - M. Advocating for alteration of hours, wages, and terms and conditions of employment (applies to City employees only).
5. Unacceptable content and repeat individual violators shall be removed. Contact City Council on any legal issues. See § 3.8 concerning content management and deletion.
  6. Departments shall have preventative measure in place against potential destructive technical incidents. See § 3.9 on network security.