

Pursuant to Assembly Bill 361, members of the Civil Service Commission and staff will participate in this meeting via teleconference or other electronic means.

**PARTICIPATE BEFORE THE MEETING** by emailing [CivilServiceCommission@TorranceCA.Gov](mailto:CivilServiceCommission@TorranceCA.Gov) and write "Public Comment" in the subject line. In the body of the email include the item number and/or title of the item with your comments.

**MEMBERS OF THE PUBLIC MAY VIEW AND PARTICIPATE IN THE MEETING** via Zoom by using the following link or by calling in with the phone number listed below: <https://bit.ly/3dBZ1T6>  
Phone number: 1-669-900-9128  
ID: 857 3095 1581  
Passcode: 390588

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA  
MONDAY, FEBRUARY 14, 2022  
REGULAR MEETING  
6:00 P.M. VIA TELECONFERENCE OR OTHER ELECTRONIC MEANS**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Adelsman, Dean, Hamada, Herring, Lewis, Sasaki, Chair Shwarts

**2. FLAG SALUTE:**

**3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, February 9, 2022.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS**

*This portion of the meeting is reserved for public comment on items not on the agenda or on topics of interest to the general public. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker. Your comment to the Commission meeting will be recorded as part of the meeting. By staying in the meeting and making public comment during the meeting, you are agreeing to have your comment recorded.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. Approve Civil Service Commission Minutes.**

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of January 10, 2022 and January 24, 2022. *(Minutes provided to Commission members only, copies available in the Personnel Building).*

**6B. Accept and File Employee Transition Report for January 2022.**

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of January 2022.

**6C. Approve the Examination for Accountant.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Accountant examination on an open continuous basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%) and Oral Interview (70%). Staff is requesting approval for a six (6) month eligible list.

**6D. Approve the Examination for Administrative Analyst.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Administrative Analyst examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%), Performance Test (30%), and Oral Interview (40%). Staff is requesting approval for a one (1) year eligible list.

**6E. Approve the Examination for Administrative Services Manager.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Administrative Services Manager examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a six (6) month eligible list.

**6F. Approve the Examination for Deputy City Clerk I.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Deputy City Clerk I examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%), Performance Test (30%), and an Oral Interview (40%). Staff is requesting approval for a one (1) year eligible list.

**6G. Approve the Examination for Electrician.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Electrician examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (50%), and Oral Interview (50%). Staff is requesting a one year eligible list.

**6H. Approve the Examination for Human Resources Technician.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Human Resources Technician examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (40%) and Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

**6I. Approve the Examination for Information Technology Analyst.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Information Technology Analyst examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (60%) and Oral Interview (40%). Staff is requesting approval for a one year eligible list.

**6J. Approve the Examination for Systems Analyst.**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Systems Analyst examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (50%) and Oral Interview (50%). Staff is requesting approval for a one year eligible list.

**7. ADMINISTRATIVE MATTERS**

No Business to Consider.

**8. HEARINGS**

No Business to Consider.

**9. COMMISSION ORAL COMMUNICATIONS**

**10. ADJOURNMENT**

**10A.** Adjournment of Civil Service Commission Meeting to February 28, 2022,  
at 6:00 p.m.

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR JANUARY 2022**


**RECOMMENDATION:**

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of January 2022.

**BACKGROUND/ANALYSIS:**

The Employee Transition Report for January 2022 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga  
Human Resources Technician

CONCUR:



Brianne Cohen  
Civil Service Manager

Attachment: A) Employee Transition Report for January 2022

**EMPLOYEE TRANSITION REPORT  
JANUARY 2022**

This report includes all internal promotions, internal transfers, and new hires throughout the City.

**INTERNAL PROMOTIONS**

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Account Clerk	Finance	Senior Account Clerk	Finance
Cable TV Operations Assistant	City Manager's Office	Community Television Supervisor	City Manager's Office
Program Leader	Community Services	Program Specialist	Community Services
Program Leader	Community Services	Program Specialist	Community Services
Custodian	General Services	Airport Worker	General Services
Fire Captain	Fire	Assistant Fire Chief	Fire
Fire Captain	Fire	Assistant Fire Chief	Fire
Fire Prevention Specialist	Fire	Senior Fire Prevention Specialist	Fire
Maintenance Worker	Public Works	Equipment Operator	Public Works
Program Specialist	Community Services	Maintenance Worker	Public Works
Recreation Supervisor	Community Services	Senior Recreation Supervisor	Community Services
Senior Program Specialist	Community Services	Recreation Supervisor	Community Services

**INTERNAL TRANSFERS**

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Administrative Assistant	City Manager's Office	Administrative Assistant	Community Services

**NEW HIRES**

TITLE	DEPARTMENT
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire

**NEW HIRES (CONT.)**

Building Maintainer	General Services
Building Maintainer	General Services
Facilities Operations Attendant	General Services
Facilities Operations Attendant	General Services
Fire Prevention Specialist	Fire
Fire Prevention Specialist	Fire
Fire Prevention Specialist	Fire
IT Director	Communication & Information Technology
Permit Technician I	Community Development
Permit Technician I	Community Development
Police Officer Lateral	Police
Police Officer Lateral	Police
Police Recruit/Trainee	Police
Police Recruit/Trainee	Police
Police Recruit/Trainee	Police
Police Recruit/Trainee	Police
Recreation Supervisor	Community Services
Torrance Civic Chorale Director	Community Services
Warehouse Supervisor	General Services

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR ACCOUNTANT**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Accountant examination on an open continuous basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%) and Oral Interview (70%). Staff is requesting approval for a six (6) month eligible list.

**SALARY:**

\$30.00 – \$31.50 – \$33.09 – \$34.71 – \$36.44 – \$38.27 – \$40.18 – \$42.19 per hour.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Accountant. There is one (1) current vacancy due to resignation.

The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications Guidelines section of attached Class Specification.

The previous examinations in 2017 and 2019 were weighted as follows: Application Review (qualifying) written test (30%) and oral interview (70%). There will be no change in the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open continuous recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Interim Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Accountant Class Specification



# ACCOUNTANT

Class Code:  
1242

Bargaining Unit: Engineers Association  
& Torrance Fiscal Employees  
Association

CITY OF TORRANCE  
Revision Date: Apr 1, 2000

## SALARY RANGE

\$30.00 - \$42.19 Hourly  
\$5,200.00 - \$7,312.93 Monthly  
\$62,400.00 - \$87,755.20 Annually

### DEFINITION:

Under direction, performs increasingly responsible professional accounting work including preparation and statistical analysis of a variety of financial statements and reports; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

An Accountant is distinguished from a Senior Accountant in that the incumbent is not responsible for a major accounting or auditing function within the Department. Incumbents are distinguished from the Senior Account Clerk in that the incumbents perform professional level accounting work. Incumbents initially work under general supervision progressing to direction as they become able to independently perform the full range of duties associated with this level.

An Accountant receives direction from a Senior Accountant or higher level supervisory position in the department. An Accountant may provide functional supervision to other classifications including but not limited to Secretaries, Account Clerks, and Senior Account Clerks.

### EXAMPLES OF ESSENTIAL DUTIES:

Attachment A

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Performs a full range of accounting and reporting for municipal enterprise operations and all governmental fund types.
- Analyzes and verifies financial documents, City revenue receipts and other financial entries for accuracy and compliance with established accounting and auditing procedures.
- Originates journal entries, reconciles bank and investment statements, prepares vouchers, billings, trial balances and maintains a variety of financial schedules, records and files.
- Ensures proper accounting for fixed assets, revenue and expense accruals.
- Analyzes expenditures to proper accounts, analyzes budget variances, projects estimated expenses and prepares adjustments in the maintenance of budgetary controls.
- Develops, implements, and monitors accounting procedures and reports.
- Prepares financial statements, reports and analyses utilizing computer applications.
- Explains and interprets existing accounting and fiscal policies and procedures to City personnel, auditors and general public.
- Performs State and Federal grant accounting and reporting.
- Assists in the preparation of the City's Annual Financial Report.
- Assists in the preparation and recordation of the City's annual operating and capital budgets.
- Performs routine audits of City departments or external entities under the direction of a supervisor.
- Collaborates on the design of forms and the development of procedures for keeping financial records; makes recommendations for changes to established accounting systems.
- Assigns, reviews, coordinates and trains support personnel including providing input on performance evaluations.

#### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to principal job duties:*

- May interpret contracts and/or leasing agreements for billing and collection.
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

*Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from an accredited four year college or university with a Bachelor's degree in Accounting; or possession of a Certified Accounting certificate from the State of California or governing agency and one year of experience involving the preparation or maintenance of financial records.

#### **License and/or Certificates**

See Education Requirement.

#### **Knowledge of**

- Governmental accounting practices, standards and procedures.
- Generally accepted accounting and auditing principles and standards.
- Automated accounting systems.
- Principles of mathematics and basic statistics.

- Spreadsheet, word-processing, and database software applications currently in use by the City.
- Proper English usage, spelling, grammar and punctuation.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations.

**Ability to**

- Analyze and interpret fiscal and accounting records.
- Prepare comprehensive and concise accounting, auditing, statistical and narrative reports.
- Design and implement accounting procedures, forms, and systems.
- Exercise independent action and judgment within established guidelines.
- Operate a computer, calculator and a variety of office equipment.
- Communicate effectively both orally and in writing with the public and staff in other agencies/departments.
- Exercise tact and diplomacy relative to public inquiries and requests for information.
- Establish and maintain effective working relationships with those encountered in the course of work internal and external to the City.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.
- Maintain confidentiality and exercise sound judgment.

**SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving stooping and bending, and moving from one area of the office to another including climbing stairs; sufficient hand/eye coordination to perform skilled repetitive movements, such as data entry and/or the use of calculators or other office equipment and supplies. Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

May be required to travel to different locations in the course of business including other City work sites or local, state or federal governmental locations.

**CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Senior Accountant or Deputy City Treasurer.

**ESTABLISHED/REVISED DATE:**

Revised Date: April 2000  
Dept. Review; February 2022

Honorable Chair and Members  
Of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR ADMINISTRATIVE ANALYST**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Administrative Analyst examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%), Performance Test (30%), and Oral Interview (40%). Staff is requesting approval for a one (1) year eligible list.

**SALARY:**

\$27.65 - \$29.05 - \$31.08 - \$32.62 - \$34.23 - \$36.64 - \$38.48 - \$40.40 - \$42.42 - \$44.54 per hour.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Administrative Analyst. There is one (1) vacancy in the Public Works Department due to a promotion. This position is utilized throughout City Departments.

The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached Class Specification.

The previous examinations in 2019 and 2021 were weighted as follows: Application Review (qualifying), Written Test (30%), Performance Test (30%), and Panel Interview (40%). There will be no change in the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Interim Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Administrative Analyst Class Specification

**6D**



# ADMINISTRATIVE ANALYST

Class Code:  
1330

Bargaining Unit: Torrance Professional &  
Supervisory Association

CITY OF TORRANCE  
Revision Date: Jan 1, 2000

## SALARY RANGE

\$27.65 - \$44.54 Hourly  
\$4,792.67 - \$7,720.27 Monthly  
\$57,512.00 - \$92,643.20 Annually

### DEFINITION:

Under direction provides staff assistance of a generalized and/or specialized nature to City Manager, Department Director, Department Manager and/or City boards or commissions. Performs assignments ranging from routine administrative to more complex and varied professional, confidential and/or specialized nature. Supports management/supervisory staff with problem resolution, research and data compilation and report preparation; performs related duties as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Assignments entail various areas of day to day business operations within a specific department or defined areas of operation or specialty. Work requires the ability to identify and initiate steps to secure required information and to make independent decisions within a limited scope for assigned projects or delegated areas of responsibility. Work is performed under general direction. As experience accrues, more complex work assignments require a higher degree of initiative, the ability to make independent and sound decisions and performance with greater autonomy requiring minimal instruction or assistance. Progression from the entry, mid/journey and senior levels of the class is contingent upon the ongoing acquisition and demonstration of core competencies associated with the successively higher performance expectations.

**Entry Level:** Performs the basic duties of the class. Typically handles more routine departmental or division administrative and analytical work that requires a minimum of previous administrative or analytical experience. Assignments are made under immediate supervision and work is reviewed to ensure compliance with instructions.

Attachment A

**Journey/Intermediate Level:** Distinguished from entry level by the increased complexity of assignments, broader range of duties, and greater independence with which employee is expected to operate. Requires prior professional level administrative, business and analytical experience. Works under limited supervision with greater flexibility in achieving specified objectives. Work review is occasional in progress and upon completion.

**Senior Level:** Distinguished from the Entry and Journey/Intermediate levels by the greater complexity and responsibility of the assignments received and the increased independence with which the employee is expected to operate. Incumbent is expected to exercise significantly more independent judgment and decision making. Requires substantial knowledge of and interface within a specific area of operation or specialty and prior experience in municipal government. Work is performed with periodic to minimal supervision.

Receives direction from City Manager, Department Head or Division Manager.

## EXAMPLES OF ESSENTIAL DUTIES:

*The following duties represent the principal job duties ranging from the entry to senior level of the class; however, they may not be present in all areas of assigned operation or specialty, nor are they all-inclusive. When a position is to be filled, the essential functions will be noted in the announcement of position availability.*

- Provides staff assistance of a generalized nature as well as in areas of specialty such as finance, engineering, transportation, public services, and grants management;
- Researches and provides administrative solutions requiring knowledge of records management, forms control, systems and procedures analysis and statistical analysis;
- Conducts studies and surveys, and produces reports, written and oral, recommending appropriate courses of action;
- Prepares written correspondence, agenda items, documents and presentation material;
- Acts as resource to public, City departments and other organizations for inquiries, complaints, or dissemination of general information including public presentations; requires effective written and oral communications, judgment and tact and a broad understanding of City policy and procedures and/or area of specialty;
- Interprets and applies rules, regulations, and policies; monitors and keeps abreast with current developments or proposed changes, legally and internally;
- Coordinates various programs and projects, overseeing, implementation and administration, which may include budget preparation and tracking, expenditure control, internal training/communication, and public relations;
- Assists with Departmental day to day operations such as RFP's, contract administration, grant preparation, and personnel related matters.

### Examples of Other Duties

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties.*

- Researches and locates appropriate vendor contacts;
- Manages petty cash;
- Processes purchase requisitions;
- Reviews and processes expense reports;
- Coordinates recruitment and temporary staffing requirements with Human Resources Division/Civil Service.

## QUALIFICATION GUIDELINES:

### Education and Experience

*Any combination of education and experience that provides the required knowledge and skills would be acceptable. A typical way to obtain the knowledge, skills and abilities would be:*

A Bachelor's Degree from a college or university in Public Administration, Business Administration, or a related field and at least one-year of related professional experience or 2 years of related college course work and 4 years of progressively responsible administrative or analytical experience.

### License and/or Certificate

None.

### Knowledge of

- Principles and practices of public and/or business administration;
- Principles and practices of office management, modern office equipment and software applications;
- Organizational effectiveness theory and practices, including general, procedural and statistical analysis;
- Research methodologies & resources, including Internet and report writing;
- Professional public relations skills, principles and practices, including both written and oral presentation;
- Principles and practices of budget preparation;
- Applicable local, State and Federal laws and regulations;
- General customer service techniques.

### Ability to

- Prepare and organize data for professional reports and/or presentations using various research resources and modern software applications including word processing, spreadsheet, presentation, and database;
- Conduct data collection, and analysis;
- Compute, interpret and compile statistics;
- Research, interpret, and apply policy and procedure, City ordinances, administrative rules and regulations, and/or legal compliance requirement;
- Apply functional reasoning, rational judgment and creativity to resolve problems and accomplish diversified work assignments;
- Communicate effectively orally and in writing, including clear and convincing oral presentations;
- Establish and maintain effective working relationships with others and exercise tact and diplomacy;
- Plan, organize and direct programs or projects;
- Adapt to shifting priorities;
- Maintain confidentiality and exercise sound judgment.

## SPECIAL REQUIREMENTS:

*Performance of the essential duties of this position includes the following physical demands and/or working conditions.*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to

perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communication ability.

**ESTABLISHED/REVISED DATE:**

Revised Date: January 2000  
Dept. Review: February 2022

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR ADMINISTRATIVE SERVICES MANAGER**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Administrative Services Manager examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying) and an Oral Interview (100%). Staff is requesting approval for a six (6) month eligible list.

**SALARY:**

\$10,789 (Minimum) – \$12,947 (Reference) – \$14,889 (Maximum) per month.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Administrative Services Manager. There is one (1) vacancy due to a new budgeted position in the Public Works Department.

The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications Guidelines section of attached Class Specification.

The previous examination in 2020 was weighted as follows: Application Review (qualifying) and Oral Interview (100%). There will be no change in the exam types and weights.

There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Interim Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Administrative Services Manager Class Specification



# ADMINISTRATIVE SERVICES MANAGER

Class Code:  
5340

Bargaining Unit: Executive &  
Management Employees

CITY OF TORRANCE  
Established Date: Oct 1, 2003  
Revision Date: Oct 1, 2020

## SALARY RANGE

\$10,789.00 - \$12,947.00 Monthly  
\$129,468.00 - \$155,364.00 Annually

### DEFINITION:

Under general direction, manages, develops, and implements administrative functions, projects, and programs for the Department. Performs a variety of difficult and complex professional and analytical assignments in support of department and citywide programs; performs related duties as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Administrative Services Manager is distinguished from the Department Head in that the incumbent is not responsible for managing the entire Department. Distinguished from Police Captains in that an incumbent does not have Bureau responsibility and does not act for the Chief of Police or Deputy Chief in their absence. Distinguished from Administrative Analysts and Police Services Supervisors in that the Administrative Analysts and Police Services Supervisors do not have administrative responsibility over a Division within the Department.

Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Receives general direction from a higher-level manager or Department Director; provides direct supervision to professional and support staff.

Attachment A

## EXAMPLES OF ESSENTIAL DUTIES:

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Manages, develops, administers and strategically plans key department administrative functions, projects, and programs.
- Develops, implements and evaluates plans, policies and procedures to achieve annual goals and objectives.
- Administers and monitors department programs to achieve goals, objectives, and work standards.
- Participates in the preparation and administration of the department's operating budget.
- Plans and directs the work of staff including: training, assigning, reviewing, evaluating work performance, coordinating activities, maintaining standards, allocating personnel, participating in the selection of new employees, acting on employee problems and recommending employee discipline.
- Conducts complex analyses, researches projects, and studies and reviews analytical activities within the department.
- Researches, recommends, coordinates and participates in grant preparation and administration.
- Composes comprehensive, concise and effective reports on complex matters to diverse technical and non-technical audiences.
- Prepares reports and recommendations for City Council and commission agenda items.
- Attends and conducts meetings as required.
- Implements and maintains Federal, State, and local mandates.
- Oversees and participates in a variety of organizational and operational studies.
- Provides advice and interpretation regarding personnel policies, practices, procedures and memoranda of understanding.
- Acts as department liaison with outside agencies, and local, State, and Federal officials.
- Acts as department liaison with internal and external teams, committees, the community and interest groups.
- Performs research, prepares reports, and recommends action on a variety of administrative matters including personnel actions and employee relations matters.
- Participates in investigations and makes recommendations regarding discipline and grievance matters and harassment and discrimination complaints.
- Participates in the development, implementation, and evaluation of personnel policies, procedures and programs.
- Coordinates with Human Resources staff regarding Worker Compensation matters.
- Ensures compliance of City administrative and departmental policies and procedures and pertinent laws, policies, rules and regulations.
- Stays abreast of current developments in public administration and management; applicable ordinances, laws and regulations; and advanced research techniques and information source.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties.*

- Participate on external committees, boards and task forces etc., as appropriate.
- Negotiates and administers contracts with vendors and outside agencies.
- Receives and responds to and resolves difficult and sensitive inquiries and complaints.
- Develops and reviews reports and other documents submitted by subordinates.
- Performs related duties as required.

## QUALIFICATION GUIDELINES:

**Education and Experience**

*Any combination of education and experience that provides the required knowledge and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills and abilities is:*

Bachelor's degree in public administration or a closely related field and five (5) years of progressively responsible professional experience with a public agency that includes performing administrative analysis, interagency coordination, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience.

**License and/or Certificates**

Must possess and maintain an appropriate, valid California driver's license.

*Incumbents assigned to Police Communications Division must complete the following requirements within one year of appointment:*

- Completion of a Peace Officer Standards and Training (POST) Public Safety Dispatcher Certificate.

*Incumbents assigned to Police Records must complete the following requirements within one year of appointment:*

- Certified as a California Peace Officers Standards and Training (POST) Records Supervisor.
- Certified as a California Law Enforcement Telecommunications System (CLETS) Trainer.
- Completion of the California POST Course - Public Records Act - 10730.

Completion of the California POST Seminars - Civilian Management and Advances Civilian Management are highly desirable.

**Knowledge of**

- Public administration principles and practices; operations and functions of municipal government.
- Management and supervisory principles and practices.
- Program development and implementation principles and practices.
- Budget preparation and administration principles and practices.
- Grant application and administration methods and techniques.
- Negotiation and contract administration methods and techniques.
- Project management methods and practices.
- Applicable Federal, State, and local regulations.
- High quality customer service methodology and principles.
- Research and report writing methods and techniques.
- Computer software applications related to data analysis and report preparation.
- City codes and ordinances, and administrative rules and regulations affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.

**Ability to**

-

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

Knowledge gained in this classification in addition to related work experience, training and coursework may serve towards meeting the minimum requirements for promotion to Director.

## **ESTABLISHED/REVISED DATE:**

Revised Date: December 2011  
Revised Date: October 2017  
Revised Date: October 2020  
Department Review: January 2022

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR DEPUTY CITY CLERK I**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Deputy City Clerk I examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (30%), Performance Test (30%), and an Oral Interview (40%). Staff is requesting approval for a one (1) year eligible list.

**SALARY:**

\$24.34 - \$25.53 - \$26.81 - \$28.17 - \$29.58 - \$30.27 - \$31.08 per hour.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Deputy City Clerk I. There is one (1) current vacancy due to resignation.

The class specification has been reviewed by the City Clerk and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached class specification.

The previous examination in 2018 and 2019 was weighted as follows: A Written Test (30%), a Performance Test (30%), and an Oral Interview (40%). There will be no change to the exam types and weights.

There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.


Respectfully submitted,

By  \_\_\_\_\_  
Tina Ortiz

Interim Principal Human Resources Analyst

CONCUR:

 \_\_\_\_\_  
Hedieh Khajavi  
Human Resources Manager

 \_\_\_\_\_  
Brianne Cohen  
Civil Service Manager

Attachment: A) Deputy City Clerk I Class Specification



# CITY CLERK I, DEPUTY

Class Code:  
1120

Bargaining Unit: Torrance City  
Employees Association

CITY OF TORRANCE  
Established Date: Aug 1, 2017  
Revision Date: Nov 21, 2017

## SALARY RANGE

\$24.34 - \$31.08 Hourly  
\$4,218.93 - \$5,387.20 Monthly  
\$50,627.20 - \$64,646.40 Annually

### DEFINITION:

Under general supervision, performs paraprofessional, technical and administrative work in support of City Clerk functions which require a high degree of discretion and independent judgment; and performs other related duties as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is a paraprofessional class in the City Clerk series and is distinguished from the Deputy City Clerk II which is the supervisory/professional level in the series. Incumbents are required to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary. This classification may serve as a bridge from the paraprofessional or clerical classifications into professional level work.

Receives supervision from the Deputy City Clerk II or Deputy City Clerk III. May provide technical supervision and/or lead direction to lower level clerical support staff.

### EXAMPLES OF ESSENTIAL DUTIES:

Attachment A

*The following duties represent the principal job duties; however, they may vary depending upon actual assignment and are not all-inclusive.*

- Reviews agenda items to ensure conformity within guidelines; assembles and distributes City Council agenda packets; notifies parties of scheduled hearing dates; as assigned, records actions at Council meetings, workshops, or other committee meetings, and prepares minutes;
- Prepares and coordinates the publication, posting and distribution of legal notices for public meetings and hearings; assures that legal requirements are met for publication and posting of agendas and minutes and assures compliance with Ralph M. Brown Act requirements;
- Retains, maintains, distributes and files records and documents related to transactions of the City and its employees including Ordinances, Resolutions, Deeds, Contracts, Agreements and other documents, notices, minutes, reports and related papers; maintains and updates the Municipal Code; maintains indexing and filing systems for records of City Council actions, documents, and a variety of other related records;
- Receives, processes, coordinates, logs and monitors claims against the City and subpoenas;
- Assists in the codification of City ordinances by performing quality control review of indexing done through contract;
- Coordinates the work of and provides training and technical direction to less experienced staff;
- Receives, processes, coordinates, logs and monitors Fair Political Practices Commission (FPPC) statements of economic interest, campaign filings for elected and appointed officials, employees and contractors; tracks status, maintains logs and generates notices to designated filers;
- Accepts, verifies and maintains FPPC filings from candidates for office; provides information to candidates about City, responsibilities of the Council or Mayor, extent of authority, election signs, and requirements for filing campaign expenditures and donations; transmits information on candidates to County for printing of ballots; processes the filing of Conflict of Interest and election campaign statements;
- Coordinates with the County to conduct municipal elections; prepares appropriate resolutions and ordinances in conjunction with requirements for and results of the election; schedules and prepares necessary documentation for the City Council to certify elections; and posts election results;
- Provides assistance to the Mayor and City Council, the public, City commissions and committees, and other agencies on functions of the City Clerk's Office; responds to inquiries and provides information regarding City policies and procedures;
- Researches, retrieves, and provides information pertaining to minutes, ordinances, resolutions, and history of the City to the Mayor and City Council, the public, City commissions and committees, and other agencies;
- Assists in the planning and implementation of software installation and applications upgrades and the coordination between vendors and City Information Technology staff;
- Maintains records, updates webpages, follows Citywide records retention schedules, policies, and procedures for records management;
- Interprets and applies a wide variety of laws, regulations, policies and procedures governing the legislative and public records functions of municipalities; advises others on the interpretation and applicability to their situation;
- Assists with the Citywide records management program which includes storage systems, including records filing and retrieval, and assisting with internal and offsite audits for legal retention requirements;
- Assist in the execution and archiving of legal records, including contracts, agreements, deeds, and recording documents;
- Complete records transfer and records destruction forms in the maintenance of department and citywide records;
- May notarize and certify documents and administer oaths of office.
- May attend meetings in place of the City Clerk, record minutes and prepare them for distribution;
- May act in the absence of Deputy City Clerk II.

#### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- May provide front counter assistance; screen office visitors, respond to requests for information, distribute appropriate forms and instructions and/or assist visitors in locating appropriate information and materials;
- May update and maintain the division or department's web page on the City's public and intra-city websites;
- May assist in the preparation of the budget and monitor budget expenditures in assigned accounts to ensure maintenance of an appropriate funds balances;
- Attends department, City Council and Commission meetings, as required.
- Serves on various committees, as appropriate;
- Attends trainings and certification programs;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **EDUCATION AND EXPERIENCE:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Three years of increasingly responsible administrative experience which included duties requiring the use of initiative and independent judgment.; or an equivalent combination of related education and experience may also be substituted.

Experience in a City Clerk's office or similar government setting is preferred.

### **LICENSES AND CERTIFICATIONS**

A valid class C California driver's license.

A valid Notary Public License must be obtained prior to the completion of the probationary period and maintained thereafter.

### **Knowledge of**

- Legal requirements of local, state and federal laws relating to records retention and destruction;
- Laws, regulations, policies and procedures governing the legislative and public records functions of municipalities including the Brown Act, the Maddy Act, the Elections Code, the Fair Political Practices Code (FPPC), the Public Records Act, Notary Public regulations, other government codes, municipal code, policies and procedures, and the City Charter;
- Principles, practices and procedures of automated and manual records management, retrieval and storage including micrographics, electronic imaging, automated information retrieval systems and computer systems and software related to maintaining municipal records;
- Basic principles of supervision and training;
- Software applications currently in use by the City, including records management, word-processing, spreadsheet and database applications;
- Modern office procedures, document preparation for optical scanning of records;
- Business correspondence and basic report preparation, proper written and spoken English including spelling, grammar and punctuation;
- Customer service principles and practices;
- City and Department Mission statements including strategic goals and objectives;
- Applicable local, State and Federal regulations, City codes, ordinances and administrative rules and regulations affecting departmental operations;

- General City operations.

**Ability to**

- Interpret, apply and explain general administrative and departmental policies and procedures, applicable federal, state, and local laws, codes, and regulations;
- Establish and maintain a variety of files and records;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- Respond tactfully, clearly, concisely, and appropriately to inquiries from coworkers, management, other City employees, public officials, representatives from other agencies, and the general public;
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone and in person;
- Establish and maintain effective working relationships with coworkers, management, other City employees, public officials, representatives from other agencies, and the general public;
- Act independently, follow through to ensure accuracy, exercise sound judgment within established guidelines and maintain confidentiality;
- Use proper English grammar and spell correctly;
- Communicate effectively both orally and in writing;
- Understand and carry out complex oral and written instructions;
- Operate office equipment including computers and supporting word processing, spreadsheet, database applications, and specialized programs related to department operations;
- Lift and carry moderate to heavy objects.
- Learn and utilize new skills and information to improve job performance and efficiency.

**SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

**Physical Requirements**

Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and often under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to lift and carry objects weighing up to 35 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office; to see clearly from less than one foot to twenty feet with a good field of vision and to distinguish basic colors and shades of color. On a frequent basis, essential duties of the position may require the ability to climb stairs, and to kneel and/or crouch to retrieve files and other items.

**Work Environment**

Essential duties of this classification are primarily performed in a dynamic office environment that may include frequent interruptions and/or a high level of public contact.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and education may serve to meet the minimum requirements for promotion to Deputy City Clerk II.

## **ESTABLISHED/REVISED DATE:**

Established: August 2017  
Dept. Review: February 2022

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR ELECTRICIAN**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Electrician examination on an open basis consisting of the following exam components and weights: Application Review (qualifying), Written Test (50%), and Oral Interview (50%). Staff is requesting a one year eligible list.

**SALARY:**

\$30.56 - \$32.11 - \$33.70 per hour

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Electrician. There is currently one vacancy due to retirement of the incumbent.

The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached Class Specification.

The previous examination for Electrician in July 2010 was weighted as follows: Application Review (qualifying), Written Test (50%), and Oral Interview (50%). There will be no change in the exam types and weights.

There is not a sufficient pool of internal candidates to qualify and produce an eligible list to allow for current and anticipated vacancies; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Myisha Phillips  
Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Manager

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Electrician Class Specification

**6G**



# ELECTRICIAN

Class Code:  
5532

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Jan 1, 2010

## SALARY RANGE

\$30.56 - \$33.70 Hourly  
\$5,297.07 - \$5,841.33 Monthly  
\$63,564.80 - \$70,096.00 Annually

### DEFINITION:

Under general direction, performs skilled journey level electrical work involving installation, maintenance and repair of electrical power and service wiring, control panels, motors and related electrical equipment in City facilities; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

An Electrician performs skilled journey level electrical work. Distinguished from a Traffic Signal Technician in that an incumbent does not perform maintenance, repairs and modifications to traffic signal control equipment. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

Supervision is received from the Heating and Air Conditioning Supervisor. Electricians may provide technical direction to lower level classifications.

### EXAMPLES OF ESSENTIAL DUTIES:

*The following duties represent the principal job duties however; they are not all-inclusive.*

- Installs, maintains, repairs and replaces electrical facilities and equipment in City buildings, parks, airport and other facilities;
- Installs, maintains and relocates electrical panels and components;
- Repairs and replaces electrical controls and devices;
- Installs and maintains parks and parking lot lighting circuits;
- Replaces lamps and damaged light poles;
- Maintains and repairs pumping station alarms, motors and control circuits;
- Meets with representatives from outside organizations regarding electrical equipment;
- Revises and designs electrical systems as necessary;
- Tests electrical equipment, emergency power generators and automatic transfer panels;
- Ensures proper stock is maintained to accomplish work assignments;
- Estimates job costs;
- Uses and enters information utilizing a computerized maintenance management system;
- Performs preventive maintenance on electrical equipment and facilities;
- Observes safety rules and regulations;
- Works from blueprints, schematic diagrams, sketches, and oral and written instructions;
- Installs and repairs conduits, lighting circuits, panels, regulators, generators, relays, circuit breakers, switch boxes and electrical fixtures according to codes.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- May determine job requirements;
- Responds to emergency calls during work and after normal working hours;
- Assists in the training of new and lower classification employees;
- Maintains and cleans equipment and tools;
- Maintains a clean and orderly workplace;
- May maintain field reports, and work orders;
- Performs other related duties.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

*Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Two years of experience at the journey level after the successful completion of a recognized electrician apprenticeship or certification program or five years of experience in the installation, alteration, and repair of commercial and industrial electrical wiring systems and equipment, of which one year must have been at the journey-level.

### **License and/or Certificates**

Possession of a valid California Class C driver's license.

### **Knowledge of**

- Principles of electrical and electronic repair, maintenance and system design;
- State, Federal and Local Electrical Codes;
- Safety requirements of working with high and low voltage circuits;
- Solid state and electromechanical equipment;
- Materials, methods, and equipment used in the modification, maintenance, and repair of electronic and electromechanical equipment and solid state digital control devices;
- Standard tools, methods, and practices of the electronic and electrician trade;

- Functions and uses of electrical testing equipment;
- Functions and uses of hand tools used in electronic and electrical repairs;
- Wiring practices;
- Schematic wire size and the proper wire use.

**Ability to**

- Perform heavy and physically demanding work for lengthy and continuous period of time;
- Use and care for tools and equipment used in maintaining and repairing electrical and electronic devices;
- Read electronic technical manuals;
- Read and interpret plans, wiring diagrams, blue prints and technical regulations;
- Apply electronic principles and practices;
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies;
- Understand and follow detailed oral and written instructions;
- Set up a jobsite in a safe manner;
- Prepare and maintain records, reports, and work estimates;
- Maintain basic records, complete reports and perform basic arithmetic computations;
- Learn City policies and procedures affecting departmental operations, generally City operations and utilize new skills and information to improve job performance and efficiency.

**SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the mobility to stand, stoop, reach and bend, and mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Requires the ability to stand for long periods, maintain balance and walk long distances. Requires the ability to frequently lift, carry, push, pull or otherwise move objects which may weigh up to 50 pounds. Requires the ability to climb ladders of various heights. May be required to work around moving mechanical parts and electrical equipment in a safe manner. Tasks require color and visual perception and discrimination, as well as oral communications ability. Work is regularly performed outside in seasonal climate and weather conditions. May be required to work in inclement weather without effective protection from sun, cold, and rain. May be required to work within enclosed spaces or at heights above ground level.

**CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training, coursework and required certifications may serve to meet the minimum requirements for promotion to Traffic and Lighting Supervisor.

**ESTABLISHED/REVISED DATE:**

Reviewed Date: January 2022  
Revised Date: January 2010

Honorable Chair and Members  
Of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR HUMAN RESOURCES TECHNICIAN**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Human Resources Technician examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (40%) and Oral Interview (60%). Staff is requesting approval for a six-month eligible list.

**SALARY:**

\$24.34 - \$25.53 - \$26.81 - \$28.17 - \$29.58 - \$30.27 - \$31.08 per hour

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Human Resources Technician. There is currently one vacancy due to resignation.

The class specification has been reviewed and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached Class Specification.

The previous examination in 2020 was weighted as follows: Application Review (qualifying), Written Test (40%) and Oral Interview (60%). There will be no change in the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By  \_\_\_\_\_

Tina Ortiz  
Interim Principal Human Resources Analyst

CONCUR:

 \_\_\_\_\_

Hedieh Khajavi  
Human Resources Manager

 \_\_\_\_\_

Brianne Cohen  
Civil Service Manager

Attachment: A) Human Resources Technician Class Specification

**6H**



# HUMAN RESOURCES TECHNICIAN

Class Code:  
1126

Bargaining Unit: Torrance City  
Employees Association

CITY OF TORRANCE  
Revision Date: Apr 1, 2014

## SALARY RANGE

\$24.34 - \$31.08 Hourly  
\$4,218.93 - \$5,387.20 Monthly  
\$50,627.20 - \$64,646.40 Annually

### DEFINITION:

Under direction, performs paraprofessional, technical, and administrative work in support of Human Resources and Civil Service activities and operations of the City including recruitment, testing, selection, employment, classification, compensation, benefits and employee relations.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

This is a paraprofessional class in the Human Resources series and is exclusively allocated to the Human Resources and Civil Service Divisions. Positions allocated to this classification may be assigned to different program areas within Human Resources, such as recruitment, testing, and benefits. Positions assigned to this classification require a considerable degree of specialized knowledge relating to human resources procedures and practices.

Work assignments are generally given in broad statements of goals to be accomplished, and Human Resources Technicians have independent responsibility for the completion of assignments and functions within established guidelines with limited supervision. This classification may serve as a bridge from the paraprofessional or clerical classifications into professional level human resources work. It is distinguished from the Human Resources Analyst series, which performs professional level human resources work in classification and compensation, employee relations, benefits, training, professional development and recruitment and selection.

Receives direction from Human Resource or Civil Service management staff. May provide technical supervision and/or lead direction to lower level clerical support staff.

Attachment A

## EXAMPLES OF ESSENTIAL DUTIES:

*The following duties represent the principal job duties; however, they are not all inclusive.*

### ALL POSITIONS

- Performs a wide variety of customer service and office support functions to include responding to inquiries and assisting in resolving routine problems or complaints and providing general information and assistance to the public regarding Human Resources/ Civil Service policies and procedures, employee benefits, memoranda of understanding (MOU), salary resolutions, and various human resources programs and functions;
- Interprets City-wide policies and procedures relating to a variety of Human Resources/Civil Service activities; provides technical assistance to City departments;
- Provides a wide variety of complex, responsible and confidential office management and secretarial duties;
- Develops, implements, and monitors reporting procedures and systems, and other procedures related to Human Resources/Civil Service functions;
- Develops, verifies and distributes reports;
- Assists in the collection, analysis and evaluation of data related to Human Resources/Civil Service programs;
- Performs technical supervision and training of subordinate personnel, as requested;
- Organizes, coordinates, and implements a variety of programs, projects and special events;
- Makes recommendations regarding modifications to Human Resources/Civil Service programs and policies, as requested;
- Prepares purchase orders; monitors procurement transactions for budget compliance; Maintains/reconciles petty cash accounts; Processes accounts payable/invoice actions;
- Performs ongoing updates and maintenance to on-line information, services and social media;
- Conducts routine studies and surveys and gathers data and information for a variety of projects and programs related to Human Resources/Civil Service; makes computations necessary to interpret survey data;
- Troubleshoots technical problems related to Human Resources/Payroll and Civil Services systems and acts as a liaison with Information Technology staff to reach effective solutions;
- Performs a variety of complex clerical tasks including, but not limited to, typing, filing, faxing, operating office equipment, processing forms, proof reading, and sorting mail;
- Maintains a positive, helpful, constructive attitude and working relationship with all contacts in the performance of all job duties; represents Human Resources/Civil Service at various functions (e.g., job fairs, civil service meetings) as requested.

*In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:*

### Benefits

- Assists in employee benefit activities and programs and makes recommendations regarding systems and procedures;
- Reviews, verifies, edits, and inputs personnel/benefit transactions;
- Coordinates and administers the day-to-day activities of the Benefits Section; ensures new employees are processed and on-boarded;
- Updates appropriate payroll and benefit information on automated systems;
- Completes enrollment forms for changes in marital status and dependant status for health, dental, and vision plans;

- Coordinates the activities associated with the California Public Employees Retirement System (CalPERS) automated information system for the City;
- Performs direct entry to initiate changes relating to appointment, participant, employee demographics, dependants and enrollment changes and ensures compliance with MOU's, CalPERS and benefit plan policies;
- Provides support on various employee and retiree benefit programs; Answers employee questions and assists in resolving issues;
- Interacts with benefit plan providers to resolve coverage and claims issues on behalf of employees; assists employees with and coordinates benefit requests for COBRA and Family Medical Leave, short term and long term disability, retirement, life insurance; coordinates open enrollment activities and communicates with benefit plan providers regarding open enrollment;
- Completes administrative documents and assists employees with the exit interview process;
- Coordinates the Tuition Reimbursement program;
- Assists with other compliance issues and investigations, as requested.

**Civil Service**

- Prepares and maintains eligibility lists;
- Processes employment requisitions and certifications; populates requisitions and updates databases as needed to reflect candidate selection processing;
- Monitors Temporary/Recurrent staffing; works with department personnel to ensure temporary employees do not exceed the employment terms mandated by the Torrance Municipal Code (TMC) and/or the CalPERS;
- Assists in the coordination of the City's volunteer program; processes volunteer applications; updates volunteer database; processes background reports and reference checks; oversees court-ordered volunteers; assists with outreach and production of social media;
- Prepares public notices for official meetings in compliance with the Brown Act and City administrative policies, procedures and regulations;
- Prepares and distribute agendas, materials and packets for Commission meetings;
- Receives and processes Department of Justice (DOJ) criminal offender record information for volunteers and employees; works with the Civil Service Manager to appropriately handle conviction records;
- Assists the Civil Service Manager with appeals and hearings.

**Recruitment**

- Prepares recruitment bulletins, and develops recruitment sources and other recruiting materials;
- Advises employees and applicants on testing qualifications and requirements and examination procedures;
- Assists applicants in completing the online application process and coordinates with Information Technology staff for technical troubleshooting;
- Assists in application processing and screening applications;
- Coordinates employment outreach efforts; prepares job fair materials; maintains calendar of job fairs; Assists in placing advertisements in journals, magazines, social media, etc.; represents the City at outreach events; develops partnerships with education institutions and other organizations;
- Assists in the implementation and tracking of current and future social media marketing efforts;
- Monitors trends in social media tools, applications, channels, design and strategy.

**Employee Relations**

- Performs routine testing assignments such as: coordinating testing activities; screening applications; counseling employees and applicants regarding training, education and experience requirements for City employment; scheduling and coordinating rating panels, proctors, facilities and materials;
- Assists in the development and preparation of employment tests (e.g. written tests, performance tests, interview questions and rating forms);
- Plans, organizes and conducts examination processes for routine and recurrent classifications, as assigned;

- Assists in updating class descriptions, collecting and analyzing salary survey data; responds to survey requests from other agencies;
- Assists in the preparation of materials for employee and labor relations.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Four years of progressively responsible clerical experience requiring discretion and judgment such as the development and maintenance of personnel and payroll record-keeping systems; coursework in Human Resources, Business or Public Administration or Industrial-Organizational Psychology and experience in a supervisory, senior or lead position over a major clerical function is desirable; OR

Associates degree in Business Administration, Human Resources Management or a related field and 2 years of clerical work related to Human Resources; OR

Bachelors degree in Business, Human Resources Management, Industrial-Organizational Psychology or a related field and 6 months of responsible clerical/secretarial work.

### **License and/or Certificates**

None.

### **Knowledge of**

- Technical principles and practices of Human Resources Management/Civil Service specific to area of assignment;
- Computer applications such as word processing, spreadsheets, and statistical databases;
- Standard office practices, procedure and equipment;
- Customer service principles and practices;
- Comprehensive understanding of department functions, devices, policies, practices and procedures;
- Principles of project leadership/coordination;
- Principles of business letter writing and basic report preparation;
- City codes and ordinances, and administrative rules and regulations affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City operations.

### **Ability to**

- Understand and explain personnel and employment rules, regulations, policies, and practices;
- Interpret and apply salary resolutions, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters;
- Perform complex and specialized clerical work involving initiative and using independent judgment;
- Learn and keep up-to-date on technical work assigned to specific area of assignment;
- Design and develop accurate record keeping systems;
- Critically review source data, detect and correct errors;
- Exercise good judgment and confidentiality in maintaining critical and sensitive information;

- Work independently and follow through on assignments to ensure accuracy;
- Work under pressure to meet multiple and simultaneous deadlines;
- Collect and compile information and data;
- Perform word processing and spreadsheet applications;
- Perform mathematical computations including calculation of percentages, averages, medians;
- Understand and carry out complex oral and written instructions;
- Use proper English grammar and spell correctly;
- Communicate effectively both orally and in writing;
- Plan, organize, prioritize, train, monitor and evaluate the work of subordinates;
- Plan and organize information in a manner that facilitates understanding by employees and employment applicants;
- Prepare and edit reports;
- Maintain a friendly and pleasant attitude and deal tactfully, politely and effectively with City Council members, Commissioners, senior staff, employees, retirees and the general public.
- Learn and utilize software applications specific to HR/Civil Service programs;
- Update web pages and social media;
- Present formal information in one-on-one and group situations;
- Shift priorities as departmental workload demands require.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Job duties are generally performed in a normal office environment. While performing the job duties employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push or pull up to 25 pounds with or without assistance and with or without the use of devices or equipment used to aid the lifting process. While performing the duties of this job, the noise level in the work environment is usually quiet.

May be required to be available for work outside of typical business hours in order to attend meetings and special events.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Human Resources Analyst.

## **ESTABLISHED/REVISED DATE:**

Revised Date: April 2014  
Reviewed Date: February 2022

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY ANALYST**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Information Technology Analyst examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (60%) and Oral Interview (40%). Staff is requesting approval for a one year eligible list.

**SALARY:**

\$36.66 - \$38.51 - \$40.42 - \$42.46 - \$44.58 - \$48.04 - \$49.15 per hour

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Information Technology Analyst. There is currently a vacancy in the Police Department due to a separation.

The class specification has been reviewed by the Police Captain and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

The previous examinations in 2019 and 2018 were weighted as follows: Application Review (Qualifying), Performance Test (60%) and Oral Interview (40%). There will be no change to the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By



Kelsie B. Winders  
Human Resources Analyst

CONCUR:



Hedieh Khajavi  
Human Resources Manager



Brianne Cohen  
Civil Service Manager

Attachment: A) Information Technology Analyst Class Specification



# INFORMATION TECHNOLOGY ANALYST

Class Code:  
1525

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Oct 1, 2005

## SALARY RANGE

\$36.66 - \$49.15 Hourly  
\$6,354.40 - \$8,519.33 Monthly  
\$76,252.80 - \$102,232.00 Annually

### DEFINITION:

Under direction, performs professional and technical duties in one of the following areas: 1) Applications and Programming, 2) Network Operations, 3) IT User Support, 4) IT Network Support.

**Applications and Programming** supports multiple computer application subsystems including system analysis, computer program implementations, support and maintenance of subsystems, enhancement of ongoing systems, and development of computer logic flowcharts for analysis and integration into a computer program.

**Network Operations** maintains, tests, monitors, troubleshoots and provides "on-call" technical support of the City's Local and Wide Area Networks (LANs and WANs), and all related network software and hardware.

**IT User Support** supervises staff and coordinates the installation, testing, implementation, and maintenance for all reported IT hardware and software problems, or system problems and training.

**IT Network Support** coordinates the maintenance, testing, monitoring, security and troubleshooting for all centralized server IT hardware and software.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Systems Analyst in the level and complexity of the systems and projects assigned, the scope of work performed, and the assigned area of responsibility. Assignments at this level are generally limited in scope and are set within procedural frameworks established by higher level positions. Work requires the incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

Receives direction from Systems Analyst or management staff. May provide direct supervision to Information Technology Specialist staff.

## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following describes the principal responsibilities and functions; however, they may vary depending upon assignment, and are not all-inclusive.*

- Assist in the analysis of client requirements for new and existing systems, makes subsequent recommendations, and designs appropriate systems to improve automation of City processes and client productivity.
- Plans and conducts training sessions for users and CIT staff as needed.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide the highest level of customer service to our users.
- Maintains up-to-date, accurate maintenance records of all information technology and network components and an inventory of all system hardware and software including charges for labor and parts.
- Implements, maintains, and updates backup and recovery programs to ensure system recovery can be achieved in the event of a serious failure, to include backing up and storing of backup storage data medium as required by department and legal standards.

*In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:*

### ***Applications and Programming***

- Prepares specifications for revision of existing computer programs, including operating procedures for users and computer operating personnel.
- Prepares test materials for each program and reviews the results.
- Analyzes problems and prepares concept design specifications for existing system; trouble-shoots existing and new program applications.
- Researches, recommends and implements application upgrades, enhancements, and required modifications to keep current and meet the end-user needs.
- Prepares detailed documentation and flow charts.

### ***Network Operations***

- Maintains and configures Local Area Networks (LANs) and Wide Area Networks (WANs) utilizing various network management applications and common industry diagnostic tools and technologies;
- Acts proactively and reactively to monitor network activity, in order to maintain optimum performance, minimize down-time, and insure optimum network performance and security.
- Installs, configures and maintains network equipment such as, but not limited to, routers, switches, hubs, and other related equipment and cabling schemes.

### ***IT User Support***

- Plans and directs the work of staff. Instructs, assigns, plans and reviews work, coordinates activities, maintains standards, allocates personnel and provides input on performance evaluations. Assists in the selection of new employees, acts on employee problems, recommends and implements employee discipline.
- Provides training, advice and assistance as needed.
- Handles non-routine or complex installation, testing, implementation, and maintenance for all reported IT hardware and software problems, network or system problems and training.
- Provides technical user support and training.
- Monitors computer activity to maintain optimum performance.
- Performs regular security audits, to safeguard equipment and system.
- Manages and administers user passwords.

### ***IT Network Support***

- Handles non-routine or complex maintenance, testing, monitoring, security and troubleshooting and technical support for all centralized and server IT hardware and software.
- Administers and maintains email accounts, internet access, and server room.
- Monitors computer use activity to maintain optimum performance.
- Performs security audits to safeguard equipment and system.
- Assists in the research of new technical solutions to improve the City's network functions.
- When assigned as supervisor, coordinates day-to-day operations including assignment of work, training, advice and assistance as needed.

### **Examples of Other Duties**

*The following are duties generally performed by incumbents in this position but are not considered to be the principal job duties:*

- May serve as project leader for user or department specific information technology or network requirements.
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

*Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:*

An Associate's degree in Data Processing or Computer Sciences or a Certificate in Data Processing;

### ***Applications and Programming:***

Three years of progressively responsible information technology experience consisting of systems design, program design, coding, testing, implementing and documenting business application systems currently in use by the City.

### ***Network Operations:***

Three years of journey level related experience LAN/WAN and telecommunications in an information technology organization with at least two years of professional technical experience working with network operations and equipment currently in use by the City.

### ***IT User Support:***

Three years of journey level related experience in technical computer support with at least two years of professional technical experience working with computer equipment and software currently in use by the City.

***IT Network Support:***

Three years of journey level experience in computer support with at least two years of professional technical experience working with computer equipment and network software currently in use by the City.

**Licenses and/or Certificates**

Must possess and maintain an appropriate California driver's license. Professional certification in applications, hardware and systems used by the City is highly desirable.

**Knowledge of**

- Data modeling, process modeling, form design, and control procedures.
- Project organization necessary to achieve objectives, controls resources, and report status.
- Data input methods and control techniques used for computer processing.
- Proper English usage, spelling, grammar and punctuation.
- Federal, State, County, and Municipal laws, regulations, rules, policies, and procedures pertaining to department operations.
- General City operations.
- LAN, WAN, Internet, and Intranet networking characteristics, protocols, technologies, applications, and integration concepts;

*In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:*

***Application and Programming***

- Computer systems and applications.
- Computer programming and control languages currently in use by the City of Torrance.
- Database organization, access, and retrieval techniques.
- Principles of conducting a business system analysis, design, and specifications including the analysis of office procedures, equipment and methods.
- Forms design and report layouts.
- Application and data security.

***Network Operations***

- Contemporary network environments, hardware platforms, topologies and operating structures, and related equipment and tools;
- Current Federal, State and local legislation pertaining to network technology;
- Routing, switching and hub concepts, circuit and packet switching, broadcast vs. collision domains, network address translation and configurations, and firewall technology;
- Network traffic variances, performance parameters, traffic collisions, packet types and network security/privacy procedures.

***IT User Support***

- Computer integration to communication devices, control systems, and other computerized devices.
- Computer security, software flaws, and patches.
- Helpdesk technologies.

***IT Network Support***

- Computer integration to communication devices, control systems, and other computerized devices.
- Computer security, software flaws, and patches.
- Centralized computer hardware design, fault tolerance, and capacity planning.

**Ability to**

- Understand and carry out complex oral and written instructions; comprehend and make inferences from written material.
- Anticipate problems, develop solutions, to implement a plan of action; reason both logically and creatively.
- Follow-through on assignments including providing feedback and continual refinement.
- Exercise independent action and judgment within established guidelines.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Perform several tasks simultaneously, prioritize and meet deadlines.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.
- Communicate effectively orally and in writing.
- Deal tactfully and effectively with the public.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this class includes the following physical demands and/or working conditions.*

Requires the ability to perform data or information entry into a keyboard device and the ability to remain in a sitting position for extended periods of time. Also requires some walking and climbing, some lifting and carrying objects of moderate weight (up to 50 pounds) and/or the operation of vehicles or tools in which manipulative skills and sufficient hand/eye coordination to perform semi-skilled repetitive movements are used. Tasks require sound and visual perception and discrimination. Tasks are regularly performed without exposure to adverse environmental conditions.

Must be available to respond emergency call outs during and after normal work hours.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and course work may serve to meet the qualification guidelines for Systems Analyst, Information Technology Manager or Communications Manager.

## **ESTABLISHED/REVISED DATE:**

Revised Date: October 2005  
Reviewed Date: May 2019  
Reviewed Date: February 2022

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR SYSTEMS ANALYST**

**RECOMMENDATION:**

Recommendation of Human Resources Staff that your Honorable Body approve conducting the Systems Analyst examination on an open basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (50%) and Oral Interview (50%). Staff is requesting approval for a one year eligible list.

**SALARY:**

\$44.61 - \$46.82 - \$49.17 - \$51.61 - \$54.21 per hour

**BACKGROUND/ANALYSIS:**


There is no current eligible list for the classification of Systems Analyst. There is currently a vacancy in the Police Department due to a retirement.

The class specification has been reviewed by the Police Captain and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

The previous examinations in 2019 were weighted as follows: Application Review (Qualifying), Performance Test (50%) and Oral Interview (50%). There will be no change to the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By   
\_\_\_\_\_  
Kelsie B. Winders  
Human Resources Analyst

CONCUR:

  
\_\_\_\_\_  
Hedieh Khajavi  
Human Resources Manager

  
\_\_\_\_\_  
Brianne Cohen  
Civil Service Manager

Attachment: A) Systems Analyst Class Specification



# SYSTEMS ANALYST

Class Code:  
3458

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Mar 1, 2008

## SALARY RANGE

\$44.61 - \$54.21 Hourly  
\$7,732.40 - \$9,396.40 Monthly  
\$92,788.80 - \$112,756.80 Annually

### DEFINITION:

Under direction, performs advanced system analysis and design, analysis of functional and conceptual work-flow procedures and conversion into requirement specifications, development of solutions ranging from routine to complex, design and procedure documentation, and trains system users in one of the following areas:

**Applications and Programming:** supports computer application systems and subsystems.  
**Network Operations:** supports Local and Wide Area Networks and related network software and hardware.  
**IT User Support:** coordinates and performs support activities related to computer installation, Helpdesk problems and training.  
**IT Network Support:** coordinates and performs support activities related to the centralized server IT hardware and software.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Systems Analyst is distinguished from the Division Manager in that the incumbent does not have responsibility for an entire Division; and distinguished from the Information Technology Analyst by the level and complexity of the systems and projects assigned and for supervisory responsibility of lower level staff. As experience accrues, incumbents may act as a Project Lead in the development of complex projects and are expected to bring projects to conclusion. Work is reviewed intermittently while in progress and upon completion for overall results. Work may require the development of recommendations consistent with directives, policies and regulations.

Receives direction from higher level department and/or management staff and may provide supervision to lower level staff.

## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they may vary depending upon actual assignment, and are not all-inclusive.*

- Confers with user department personnel to ascertain specific design requirements;
- Coordinates joint activities of project teams, consisting of city staff and vendors, in implementing and maintaining systems;
- Provides guidance for significant project phases such as planning, design, or testing;
- Provides problem analysis support to diagnose and remedy problems in operating procedures, hardware and system software;
- Conducts detailed systems analysis and design studies and prepares concept and design specifications for functional sub-systems;
- Establishes and reviews procedures and evaluates new or revised technology solutions to ascertain that standards are being maintained;
- Supervises staff; including instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees and implementing employee discipline. Providing training, advice and assistance as needed;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

*In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:*

### **Applications and Programming**

- Prepares specifications for revision of existing computer programs, including operating procedures for users and computer operating personnel;
- Research, plan and implement new departmental applications and technologies;
- Prepares test material for each program and reviews the results;
- Analyzes problems and prepares concept design specifications for existing system; trouble-shoots existing and new program applications;
- Researches, recommends and implements applications upgrades, enhancements, and required modifications to keep current and meet the end-user needs;
- Prepares detailed documentation and flow charts;
- Develop custom statistical summary reports utilizing systems currently in use by the City (such as: Access, SQL, and/or Crystal reports. Database Management Systems (DBMS) import and export techniques.

### **Network Operations**

- Maintains and configures Local Area Networks (LANs) and Wide Area Networks (WANs) utilizing various network management applications and common industry diagnostic tools and technologies;
- Acts proactively and reactively to monitor network activity, in order to maintain optimum performance, minimize down-time, and insure optimum network performance and security;
- Installs, configures and maintains network equipment such as, but not limited to, routers, switches, hubs, and other related equipment and cabling schemes.

### **IT User Support**

- Handles non-routine or complex installation, testing, implementation, and maintenance for all reported IT hardware and software problems, network or system problems and training;
- Provides technical user support and training;
- Monitors computer activity to maintain optimum performance;
- Performs regular security audits to safeguard equipment and system;
- Manages and administers user passwords.

#### **IT Network Support**

- Handles non-routine or complex maintenance, testing, monitoring, security and troubleshooting and technical support for all centralized and server IT hardware and software;
- Administers and maintains email accounts, internet access, and server room;
- Monitors computer use activity to maintain optimum performance;
- Performs security audits to safeguard equipment and system;
- Assists in the research of new technical solutions to improve the City's network functions.

#### **Examples Of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties.*

- Serves as project leader responsible for systems analysis and design for a complex or broad functional application;
- Facilitates joint business or technical staff analysis and design working sessions;
- Prepares annual operational budgets, authorizes expenditures, forecasts inventory replacement funding, and drafts capital projects and program modifications;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

*Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:*

An Associate's degree in Data Processing or Computer Sciences or a Certificate in Data Processing and;

**Applications and Programming:** Five years of progressively responsible information technology experience consisting of systems design, program design, coding, testing, implementing and documenting business application systems currently in use by the City.

**Network Operations:** Five years of journey level related experience LAN/WAN and telecommunications in an information technology organization with at least two years of professional technical experience working with network operations and equipment currently in use by the City.

**IT User Support:** Five years of journey level related experience in technical computer support with at least two years of professional technical experience working with computer equipment and software currently in use by the City.

**IT Network Support:** Five years of journey level experience in computer support with at least two years of professional technical experience working with computer equipment and network software currently in use by the City.

### **License and/or Certificates**

Must possess and maintain an appropriate California driver's license. Professional certification in applications, hardware and systems used by the City is highly desirable.

### **Knowledge of**

- Flow charting, data and process modeling, traffic analysis, form design, and control and measurement procedures;
- Research techniques, methods, procedures and reporting methods;
- Data input methods and control techniques used for computer processing;
- Mainframe, minicomputers, personal computer, LANS, and WANS;
- Application security and privacy techniques;
- Methods of structured systems analysis and design, and information engineering;
- Proper English usage, spelling, grammar and punctuation;
- City policies and procedures affecting departmental operations;
- City and Department Mission including strategic goals and objectives;
- General City Operations;
- Applicable local, State and Federal laws and regulations;
- Project organization necessary to achieve objectives, controls resources, and report status;
- LAN, WAN, Internet, and Intranet networking characteristics, protocols, technologies, applications, and integration concepts;
- Principles and application of statistical methods;
- Principles and practices of personnel management and supervision;
- Facilitation of work groups and design teams.

In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:

### **Application and Programming**

- Computer systems and applications;
- Data base organization access and retrieval techniques;
- Principles of conducting a business system analysis, design, and specifications including the analysis of office procedures, equipment and methods;
- Forms design and report layouts;
- Application and data security.

### **Network Operations**

- Contemporary network environments, hardware platforms, topologies and operating structures, and related equipment and tools;
- Current Federal, State and local legislation pertaining to network technology;
- Routing, switching and hub concepts, circuit and packet switching, broadcast vs. collision domains, network address translation and configurations, and firewall technology;
- Network traffic variances, performance parameters, traffic collisions, packet types and network security/privacy procedures.

### **IT User Support**

- Computer integration to communication devices, control systems, and other computerized devices;
- Computer security, software flaws, and patches;
- Helpdesk technologies.

### **IT Network Support**

- Computer integration to communication devices, control systems, and other computerized devices;
- Computer security, software flaws, and patches;
- Centralized computer hardware design, fault tolerance, and capacity planning.

### **Ability to**

- Understand and carry out complex oral and written instructions;
- Analyze, interpret and present research findings to prepare design specifications;

- Conceive and develop a variety of solutions to functional problems and transform abstract ideas to easily understood procedures;
- Develop data and process models using structured analysis and design, and information engineering techniques;
- Produce written documents in the English language with clearly organized thoughts with proper sentence construction, punctuation, and grammar.
- Comprehend and make inferences from written material;
- Utilize industry standard diagnostic and management tools;
- Communicate orally in the English language with customers, clients, and the public in face-to-face, one-on-one and group settings;
- Review and check the work products of others to ensure conformance to standards;
- Anticipate problems, develop solutions, and implement a plan of action; reason both logically and creatively;
- Follow-through on assignments including providing feedback and continual refinement;
- Exercise independent action and judgment within established guidelines;
- Learn and utilize new skills and information to improve job performance and efficiency;
- Perform several tasks simultaneously, prioritize and meet deadlines;
- Maintain confidentiality and exercise sound judgment;
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this class includes the following physical demands and/ or working conditions.*

Requires entering of data or information into a keyboard device and the ability to remain in a sitting position for extended periods of time. Also requires some walking and climbing, some lifting and carrying objects of moderate weight (up to 50 pounds) and/or the operation of vehicles or tools in which manipulative skills and sufficient hand/eye coordination to perform semi-skilled repetitive movements are used. Tasks require sound and visual perception and discrimination. Tasks are regularly performed without exposure to adverse environmental conditions.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification, in addition to training and course work, may serve to meet the qualification guidelines for Information Technology Manager, Communications Manager, or Communications and Information Technology Director.

Revised Date: March 2008  
Review Date: February 2022