

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, OCTOBER 23, 2023
REGULAR MEETING
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

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

1. CALL MEETING TO ORDER

ROLL CALL: Commission members Adelsman, Herring, Kohus, Lohnes, Sasaki, Zygielbaum, Chair Hamada

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 Thursday, October 19, 2023.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS

This portion of the meeting is reserved for public comment on items 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 3 minutes per speaker. Your phone call to the Commission meeting will be recorded as part of the meeting. By staying on the line and making public comment during the meeting, you are agreeing to have your phone call 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 the Examination for Senior Custodian.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Senior Custodian examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (50%), and Oral Interview (50%). Staff is requesting approval for a six-month eligible list.

7. ADMINISTRATIVE MATTERS

7A. Approve Revised Class Specification for Senior Custodian.

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Senior Custodian and forward it to the City Council for approval.

7B. Approve the Reclassification of Incumbents to Systems Analyst.

Recommendation of Human Resources Director that your Honorable Body approve the reclassification of Michael Camp and David Chung of the Communications and Information Technology (CIT) Department from the classification of Information Technology Analyst to the classification of Systems Analyst.

8. HEARINGS

8A. Appeal of Discipline of a Library Technician.

Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.

9. CLOSED SESSION

9A. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):

1) Appeal of Discipline of a Torrance Police Officer (7).

10. COMMISSION ORAL COMMUNICATIONS

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, October 30, 2023 at 6:00 p.m.



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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SENIOR CUSTODIAN

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Senior Custodian examination on a promotional basis consisting of the following exam components and weights: Application Review (Qualifying), Written Test (50%), and Oral Interview (50%). Staff is requesting approval for a six-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Senior Custodian. Current vacancy is due to a promotion.

Anticipating approval by the City Council at their meeting on November 14, 2023, the revised Class Specification will appropriately reflect 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 examination in 2020 was weighted as follows: Application Review (Qualifying), Written Test (50%), and Oral Interview (50%). There will be no change to the exam types and weights.

There is a sufficient pool of internal candidates to qualify; therefore, a promotional recruitment is recommended.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Senior Custodian Class Specification (Pending Approval of November 14, 2023 Council Item)

Senior Custodian

Definition

Under supervision, supervises and inspects the work of custodial staff in the cleaning and maintenance of City buildings; and does related work as required.

Distinguishing Characteristics

Distinguished from Custodian in that the Senior Custodian is responsible for supervision of subordinates. Distinguished from [Custodial Supervisor Facilities Services Supervisor](#) in that the Senior Custodian does not have overall responsibility for the Custodial [Division Services](#) of the General Services Department.

Supervision Exercised/Received

May lead the work of custodians.

Examples of Essential Duties

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

- Schedules, assigns, inspects and evaluates the work of custodial personnel engaged in cleaning, maintaining, and securing City buildings;
- Maintains proper level of supplies and issues to custodial personnel for completing assigned tasks;
- Maintains records regarding employee time and supply and equipment inventory; Responsible for building security and efficient and economical use of custodial supplies and materials;
- Makes minor adjustments or repairs to equipment and furniture;
- Trains and disciplines subordinates;
- May perform custodial and maintenance work in an assigned location/area;
- In the absence of the [Custodial Supervisor Facilities Services Supervisor](#), may assume tasks and responsibilities performed by that classification.

Qualification Guidelines

Knowledge of

- Methods, equipment and supplies used in the cleaning of buildings;
- Proper procedures in lifting or moving heavy objects;
- Hazards and safety precautions related to custodial work.

Ability to:

- Plan schedules and insure scheduled work is done effectively;
- Assign, inspect and evaluate the work of subordinates and train and discipline subordinates;
- Develop and maintain cooperative working relationships with those contacted in the course of work;
- Estimate quantity and types of materials and supplies needed; Understand and carry out oral and written instructions;
- Clean and care for surfaces of building walls, floors, and installed equipment of many types;
- Follow label directions on cleaning products in order to use properly and safely;
- Operate and maintain a variety of custodial equipment;
- Make minor adjustments and repairs to furniture and equipment.

License or Certificates

A valid Class [3C](#) California Driver's License.

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:

Two years of experience in custodial work maintaining buildings in clean, orderly and secure condition. ~~That necessary for reading, understanding, and giving directions for the use of cleaning materials and equipment in a safe manner.~~ The ability to read, understand, and provide direction on the use of cleaning materials and equipment in a safe manner.

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 moderate amount of physical effort to perform cleaning activities within meeting rooms, administrative offices, eating areas, restrooms, offices, libraries, stock rooms, and Police Station. Incumbents are regularly exposed to fumes and odors, restroom odors, cleaning solutions/solvents, food odors, trash odors, and potentially bodily fluids from public restrooms.

Career Ladder Information

Experience gained in the classification of Senior Custodian may serve to meet the minimum qualifications for promotion to Facilities Services Supervisor.

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

Honorable Members:

SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR SENIOR CUSTODIAN

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the revised class specification for Senior Custodian and forward it to the City Council for approval.

BACKGROUND AND ANALYSIS

The class specification for Senior Custodian was last revised on August 1, 1987 and requires revisions due to the evolving job duties and to meet industry standards. Under general supervision, the Senior Custodian supervises and inspects the work of custodial staff in the cleaning and maintenance of City Buildings and does related work as required.

ANALYSIS:

The Senior Custodian classification is a journey level position responsible for supervision of subordinates and conducting custodial work for various City Buildings.

The **Examples of Duties** section reflects principal job duties such as:

- Schedules, assigns, inspects and evaluates the work of custodial personnel engaged in cleaning, maintaining, and securing City buildings;
- Maintains proper level of supplies and issues to custodial personnel for completing assigned tasks;
- Maintains records regarding employee time and supply and equipment inventory; Responsible for building security and efficient and economical use of custodial supplies and materials;
- Makes minor adjustments or repairs to equipment and furniture;

The **Qualification Guidelines** section reflects the Knowledge and Abilities required for performing the duties of the position such as:

Knowledge of:

- Methods, equipment and supplies used in the cleaning of buildings;
- Proper procedures in lifting or moving heavy objects;
- Hazards and safety precautions related to custodial work.

Ability to:

- Plan schedules and insure scheduled work is done effectively;
- Assign, inspect and evaluate the work of subordinates and train and discipline subordinates;
- Develop and maintain cooperative working relationships with those contacted in the course of work;
- Estimate quantity and types of materials and supplies needed; Understand and carry out oral and written instructions;
- Clean and care for surfaces of building walls, floors, and installed equipment of many types;
- Follow label directions on cleaning products in order to use properly and safely;

- Operate and maintain a variety of custodial equipment;
- Make minor adjustments and repairs to furniture and equipment.

The **License of Certificate** section reflects the following requirements:

- A valid California Class C Driver's License.

The **Experience and Education** Section describes the required experience and certification for the position as follows:

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

Two years of experience in custodial work maintaining buildings in clean, orderly and secure condition. The ability to read, understand, and provide direction on the use of cleaning materials and equipment in a safe manner

The **Special Requirements** section reflects the essential duties of this position includes the following physical demands and/or working conditions.

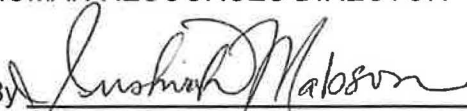
Requires the ability to exert a moderate amount of physical effort to perform cleaning activities within meeting rooms, administrative offices, eating areas, restrooms, offices, libraries, stock rooms, and Police Station. Incumbents are regularly exposed to fumes and odors, restroom odors, cleaning solutions/solvents, food odors, trash odors, and potentially bodily fluids from public restrooms.

The **Career Ladder** section provides information about career movement for the classification.

Experience gained in the classification of Senior Custodian may server to meet the minimum qualifications for promotion to Facilities Services Supervisor.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

Inshirah Mabson
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment
- A) Revised Class Specification Senior Custodian
 - B) Existing Class Specification Senior Custodian
 - C) Organizational Chart of the General Services Department

Senior Custodian

Definition

Under supervision, supervises and inspects the work of custodial staff in the cleaning and maintenance of City buildings; and does related work as required.

Distinguishing Characteristics

Distinguished from Custodian in that the Senior Custodian is responsible for supervision of subordinates. Distinguished from [Custodial Supervisor Facilities Services Supervisor](#) in that the Senior Custodian does not have overall responsibility for the Custodial [Division Services](#) of the General Services Department.

Supervision Exercised/Received

May lead the work of custodians.

Examples of Essential Duties

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

- Schedules, assigns, inspects and evaluates the work of custodial personnel engaged in cleaning, maintaining, and securing City buildings;
- Maintains proper level of supplies and issues to custodial personnel for completing assigned tasks;
- Maintains records regarding employee time and supply and equipment inventory; Responsible for building security and efficient and economical use of custodial supplies and materials;
- Makes minor adjustments or repairs to equipment and furniture;
- Trains and disciplines subordinates;
- May perform custodial and maintenance work in an assigned location/area;
- In the absence of the [Custodial Supervisor Facilities Services Supervisor](#), may assume tasks and responsibilities performed by that classification.

Qualification Guidelines

Knowledge of

- Methods, equipment and supplies used in the cleaning of buildings;
- Proper procedures in lifting or moving heavy objects;
- Hazards and safety precautions related to custodial work.

Ability to:

- Plan schedules and insure scheduled work is done effectively;
- Assign, inspect and evaluate the work of subordinates and train and discipline subordinates;
- Develop and maintain cooperative working relationships with those contacted in the course of work;
- Estimate quantity and types of materials and supplies needed; Understand and carry out oral and written instructions;
- Clean and care for surfaces of building walls, floors, and installed equipment of many types;
- Follow label directions on cleaning products in order to use properly and safely;
- Operate and maintain a variety of custodial equipment;
- Make minor adjustments and repairs to furniture and equipment.

License or Certificates

A valid Class 3C California Driver's License.

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:

Two years of experience in custodial work maintaining buildings in clean, orderly and secure condition. ~~That necessary for reading, understanding, and giving directions for the use of cleaning materials and equipment in a safe manner.~~ The ability to read, understand, and provide direction on the use of cleaning materials and equipment in a safe manner.

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 moderate amount of physical effort to perform cleaning activities within meeting rooms, administrative offices, eating areas, restrooms, offices, libraries, stock rooms, and Police Station. Incumbents are regularly exposed to fumes and odors, restroom odors, cleaning solutions/solvents, food odors, trash odors, and potentially bodily fluids from public restrooms.

Career Ladder Information

Experience gained in the classification of Senior Custodian may serve to meet the minimum qualifications for promotion to Facilities Services Supervisor.



CUSTODIAN, SENIOR

Class Code:
5732

Bargaining Unit: Torrance Municipal
Employees (AFSCME Local 1117)

CITY OF TORRANCE
Revision Date: Aug 1, 1987

SALARY RANGE

\$24.31 - \$26.82 Hourly
\$4,213.73 - \$4,648.80 Monthly
\$50,564.80 - \$55,785.60 Annually

DEFINITION:

Under supervision, supervises and inspects the work of custodial staff in the cleaning and maintenance of City buildings; and does related work as required.

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from Custodian in that the Senior Custodian is responsible for supervision of subordinates. Distinguished from Custodial Supervisor in that the Senior Custodian does not have over all responsibility for the Custodial Division of the General Services Department.

EXAMPLES OF ESSENTIAL DUTIES:

- Schedules, assigns, inspects and evaluates the work of custodial personnel engaged in cleaning, maintaining, and securing City buildings;
- Maintains proper level of supplies and issues to custodial personnel for completing assigned tasks;
- Maintains records regarding employee time and supply and equipment inventory;
- Responsible for building security and efficient and economical use of custodial supplies and materials;
- Makes minor adjustments or repairs to equipment and furniture;

ATTACHMENT B

- Trains and disciplines subordinates;
- May perform custodial and maintenance work in an assigned location/area;
- In the absence of the Custodial Supervisor, may assume tasks and responsibilities performed by that classification.

QUALIFICATION GUIDELINES:

Education and Experience

Two years of experience in custodial work maintaining buildings in clean, orderly and secure condition. That necessary for reading, understanding and giving directions for the use of cleaning materials and equipment in a safe manner.

License and/or Certificates

A valid Class 3 California Driver's License.

Knowledge of

- Methods, equipment and supplies used in the cleaning of buildings;
- Proper procedures in lifting or moving heavy objects;
- Hazards and safety precautions related to custodial work.

Ability to

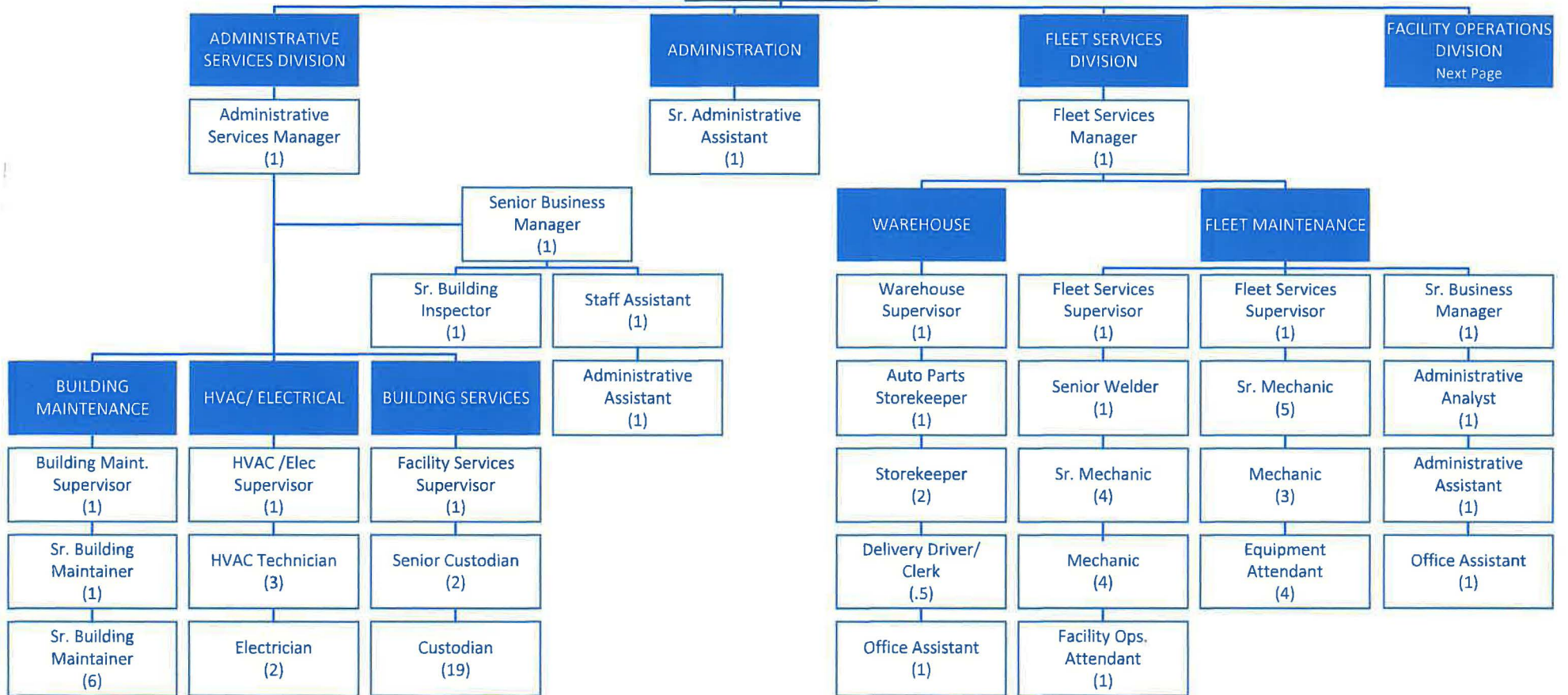
- Plan schedules and insure scheduled work is done effectively;
- Assign, inspect and evaluate the work of subordinates and train and discipline subordinates;
- Develop and maintain cooperative working relationships with those contacted in the course of work;
- Estimate quantity and types of materials and supplies needed;
- Understand and carry out oral and written instructions;
- Clean and care for surfaces of building walls, floors, and installed equipment of many types;
- Follow label directions on cleaning products in order to use properly and safely;
- Operate and maintain a variety of custodial equipment;
- Make minor adjustments and repairs to furniture and equipment.

ESTABLISHED/REVISED DATE:

Revised Date: August 1987

Reviewed Date: October 2020

CITY OF TORRANCE
Organizational Chart
General Services Department



Attachment C

CITY OF TORRANCE

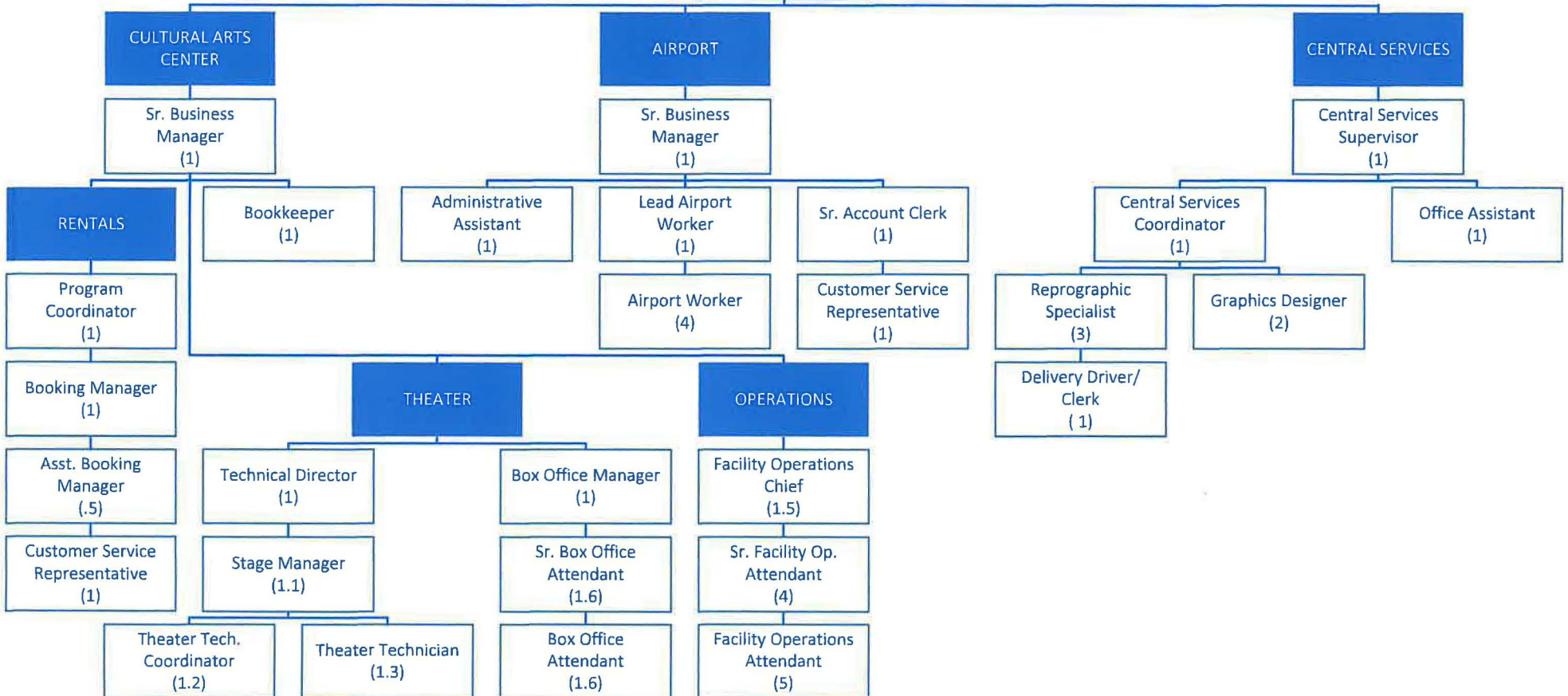
Organizational Chart

General Services Department



FACILITY OPERATIONS DIVISION

Facility Operations
Manager
(1)



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

Honorable Members:

SUBJECT: APPROVE THE RECLASSIFICATION OF INCUMBENTS TO SYSTEMS ANALYST

RECOMMENDATION

Recommendation of Human Resources Director that your Honorable Body approve the reclassification of Michael Camp and David Chung of the Communications and Information Technology (CIT) Department from the classification of Information Technology Analyst to the classification of Systems Analyst.

BACKGROUND

The CIT Director requested a review of two Information Technology Analyst positions to determine the appropriate classification level. Over time, as staffing changes have occurred in the CIT Department, the two Information Technology (IT) Analysts incumbents have gained technical knowledge, expertise, and direction exercised within the Infrastructure and Cybersecurity Division of the department and have been performing duties identified in the Systems Analyst class specification.

At their December 20, 2022 meeting, the City Council approved a reorganization of the CIT Department to better serve the City.

In reviewing the scope and level of responsibility, it was determined that two of the IT Analyst incumbents be reclassified to the Systems Analysts due to the nature and scope of their current duties. In reviewing the complexity of duties, it was determined that the incumbents independently perform technically difficult cybersecurity and network support functions and have been performing more complex and specialized duties over time. Therefore, it is recommended that the incumbents, Michael Camp and David Chung, be reclassified from IT Analyst to Systems Analyst.

ANALYSIS

The methodology of the study included an analysis of the level of responsibility and knowledge, skills and ability requirements in the performance of the duties. An analysis of each factor relative to the reclassification of the incumbent to this classification is explained below in accordance with the Transfer of Incumbent Employees Without Examination Policy (Attachment C). The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated.

Criterion #1

"Determination of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required."

The incumbents are performing the duties and have the experience and education required of the proposed classification of Systems Analyst.

Criterion #2

“That the incumbents have been in the position for a sufficient period of time to have become proficient in performing the duties of the new class.”

Michael Camp was hired as an Information Technology Specialist in 2016 and he promoted to Information Technology Analyst in 2019. Mr. Camp has assumed over time the responsibilities and duties of the Systems Analyst classification and has been assigned more complex and higher technical knowledge duties and responsibilities, which include process automation, security, and data center management. With the City’s adoption of Microsoft 365, Mr. Camp is very involved in the City’s mailbox migration, scripting, advanced server maintenance and administration, and security solutions deployment.

David Chung was hired as an Information Technology Analyst in 2018. Mr. Chung’s role has evolved from performing routine maintenance operations to handling complex tasks such as network design, support, and troubleshooting. Mr. Chung has attained two advanced Cisco certifications and has acquired numerous practical skills while working on the network segmentation project. He is responsible for the planning, design, and implementation of Wi-Fi network upgrades, as well as troubleshooting, and upgrades of other various core infrastructure technologies within the City.

Criterion #3

“That the change of duties has occurred gradually over time.”

The incumbents currently perform the full range of duties as required. Mr. Camp and Mr. Chung have assumed higher-level duties and responsibilities while working in the CIT Department. Due to the Cybersecurity breach in 2020, it is necessary that the City enhance its network security. Mr. Camp and Mr. Chung have planned, designed, and implemented projects regarding critical security controls within the City’s technological infrastructure.

Criterion #4

“That there is no evidence the change was created as a subterfuge to circumvent the examination process.”

The study revealed that the change of duties described in this report has occurred with no intent to circumvent the examination process. The incumbents’ duties have changed over time as the structure of the Department and the functions within the Department changed.

Criterion #5

“That the salary level of the new position is a consideration in making a determination.”

The salary range for the classification of IT Analyst is \$38.13 at the first step and \$51.12 at the top step. The following chart shows the salary relationships between the existing classification and the new classification with respect to the top step.

Classification	Top Step of Information Technology Analyst	Top Step of Systems Analyst	% Difference vs. Top Step Proposed
Pay Comparison	\$51.12	\$56.38	11%

Criterion #6

“That no current eligible list exists for the new class.”

There is currently no eligible list for the classification of Systems Analyst in the CIT Department.

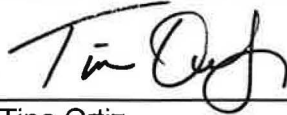
SUMMARY

Based on analysis of the factors, it is clearly demonstrated that all of the factors have been adhered to in consideration of the allocation of the incumbent to the proposed classification without examination.

In addition, Torrance Municipal Code Section 14.2.3, Allocation of New Positions; Reallocations (Attachment D), states that Human Resources Staff, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Tina Ortiz
Senior Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment: A) Class Specification – Information Technology Analyst
B) Class Specification – Systems Analyst
C) Policy on Transfer of Incumbent Employees without Examination
D) Torrance Municipal Code Section 14.2.3
E) CIT Department Organization Chart



INFORMATION TECHNOLOGY ANALYST

Class Code:
1525

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2005

SALARY RANGE

\$38.13 - \$51.12 Hourly
\$6,609.20 - \$8,860.80 Monthly
\$79,310.40 - \$106,329.60 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:

ATTACHMENT A

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
Dept. Review Date: April 2023



SYSTEMS ANALYST

Class Code:
3458

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Mar 1, 2008

SALARY RANGE

\$46.39 - \$56.38 Hourly
\$8,040.93 - \$9,772.53 Monthly
\$96,491.20 - \$117,270.40 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;
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- 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.

ESTABLISHED/REVISED DATE:

Revised Date: March 2008

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

The following criteria shall be adhered to by the Civil Service Commission when considering requests for transfers of incumbents when positions are reclassified or reallocated under the provisions of Torrance Municipal Code Section 14.2.3.

1. Determinations of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required.
2. That the incumbent has been in the position for a sufficient period of time to have become proficient in performing the duties of the new class.
3. That the change of duties has occurred gradually over time.
4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.
5. That the salary level of the new position is a consideration in making a determination.
6. That no current eligible list exists for the new class.

Adopted July 12, 1982
Modified May 12, 1997
Modified May 24, 2021

Torrance Municipal Code

SECTION 14.2.3. - ALLOCATION OF NEW POSITIONS; RE-ALLOCATIONS.

(Amended by O-3486)

The Personnel Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission. The Commission shall submit its action on such recommendation to the City Council. The City Council shall make the final decision.

- a) Any employee shall have the right to the consideration of any request he may have with respect to a change in the classification of his position. He shall submit his request in writing to his department head, who shall make recommendations and comments as to what action should be taken. The request, with departmental recommendations, shall be submitted to the Personnel Director for review with a copy of such recommendation returned to the employee.
- b) A department head or a representative of a recognized employee organization may initiate a request for a study of an individual position or positions by submitting such request to the Personnel Director for review and recommendation.
- c) When new positions are created, when the duties and responsibilities of the existing positions change, or when the classification plan is amended, the Civil Service Commission shall allocate or re-allocate the affected positions in the same manner as the original allocations are made. When the classification or allocation of a position is changed in accordance with this rule and the new status of the position is approximately equal to its former status, the Civil Service Commission may approve the transfer of the incumbent of the position in its former status to the position in its new status. When the new status of such a position is higher than the former status, the Civil Service Commission may approve the promotion of the incumbent of the position in its former status to the position in its new status if the employee passes successfully a promotional examination of the same degree of difficulty as an open competitive examination for the same class.

CITY OF TORRANCE

Organizational Chart

Communications & Information Technology

Attachment E

