

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, DECEMBER 22, 2025
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, Hamada, Herring, Kartsonis, Kohus, Sasaki, Chair Lohnes

2. FLAG SALUTE:

3. REPORT OF STAFF 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, December 17, 2025.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS

This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. 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. Speakers please turn off or leave your cellular phone when you come to the podium to speak.

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.

No Business to Consider.

7. ADMINISTRATIVE MATTERS

7A. Approve Proposed Class Specification for Wireless and Radio Services Supervisor.

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Wireless and Radio Services Supervisor and forward it to the City Council for approval.

7B. Approve Proposed Class Specifications for Information Technology Analyst Classifications.

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the proposed class specification for Information Technology Analyst - Applications and Analytics and forward it to the City Council for approval; and
2. Approve the proposed class specification for Information Technology Analyst - Infrastructure and forward it to the City Council for approval.

7C. Approve Proposed Class Specifications for Systems Analyst Classifications.

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the proposed class specification for Systems Analyst - Applications and Analytics and forward it to the City Council for approval; and
2. Approve the proposed class specification for Systems Analyst - Customer Support and forward it to the City Council for approval; and
3. Approve the proposed class specification for Systems Analyst - Cybersecurity and forward it to the City Council for approval; and
4. Approve the proposed class specification for Systems Analyst - Infrastructure and forward it to the City Council for approval.

7D. Approve Revised Class Specification for Information Technology Specialist.

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

8. HEARINGS

No Business to Consider.

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATION

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, January 12, 2026 at 6:00 p.m. in the Council Chamber.



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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATION FOR WIRELESS AND RADIO SERVICES SUPERVISOR

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the proposed class specification for Wireless and Radio Services Supervisor and forward it to the City Council for approval.

BACKGROUND

The Information Technology Department is undergoing a comprehensive reorganization aimed at enhancing operational efficiency to support the city's growing digital needs. This strategic overhaul includes the introduction of several new class specifications, all designed to address the evolving demands of a rapidly changing technological landscape. These new class specifications will help clarify roles and establish well-defined responsibilities for each position within the divisions. The proposed class specification for Wireless and Radio Services Supervisor is submitted for your review and approval.

ANALYSIS

The Wireless and Radio Services Supervisor will plan, organize, coordinate, and supervise the City's wireless telecommunications and radio operations. This position manages technical staff, vendors, and contractors while overseeing complex communications infrastructure that supports critical City operations, and is responsible for maintaining, supporting, and upgrading voice, data, and radio systems used across the city including public safety.

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

- Plans, organizes, and supervises installation, maintenance, and repair of wireless telecommunications and radio equipment.
- Oversees operation and support of public safety and non-public safety radio systems, including base stations, repeaters, consoles, and portable/mobile radios.
- Ensures compliance with FCC regulations and other applicable standards.
- Manages administration and support of cloud and on-premises voice systems, VoIP, and unified communications solutions.
- Coordinates installation and maintenance of structured cabling, fiber, and related telecommunications infrastructure.
- Administers the City's cellular and over-the-head paging services, including device management, contracts, and policies.
- Evaluates, recommends, and implements new technologies to improve operational efficiency and service delivery.

- Supervises staff including instructing, assigning, planning and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.

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

Knowledge of

- Principles, practices, and technologies related to wireless telecommunications, VoIP, and radio communications.
- Public safety radio communications, including P25 systems, trunked radio, LTE, 5G, FirstNet and interoperability standards.
- Public safety communications standards, including APCO, NFPA, and NENA.
- Structured cabling, fiber optics, and physical communications infrastructure standards.
- Principles and techniques of supervision, training, and staff development.

Ability to

- Supervise, train, and evaluate technical staff and contractors.
- Manage complex telecommunications and radio infrastructure projects under the supervision of the IT Manager.
- Serve as secondary support for troubleshooting communications system issues, stepping in when the wireless technician is unable to resolve the problem.

Core Competencies

- Action & Results Focus – Showing initiative and being focused on accomplishment.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Leadership – Promoting the goal and showing the way.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Managing Performance – Taking responsibility for improving the effectiveness of others.
- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.
- Teamwork – Blending one's capabilities and effort with those of others toward a common goal

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

Must possess and maintain a valid California Class C driver's license.

The following certifications are highly desirable:

- FCC General Radiotelephone Operator License (GROL)
- Motorola Radio System Certifications (e.g., ASTRO 25, MOTOTRBO, APX, and other relevant programming and maintenance certifications)

- APCO Certifications for public safety communications (e.g., Public Safety Telecommunicator, Radio Technician, or Communications Center Manager)
- Cisco Certifications (CCNA, Collaboration, or related specializations)
- Cloud Voice System Certifications (e.g., Microsoft Teams Telephony)

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

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


Bachelor's degree in Information Technology, Telecommunications, Electronics, or a closely related field and five (5) years of increasingly responsible experience in wireless telecommunications or radio systems, including two (2) years in a supervisory or lead role; or an equivalent combination of training and experience. Experience in a local government or public safety environment is highly desired.

The **Special Requirements** section reflects the essential duties of these positions including the physical demands and/or working conditions.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Proposed Class Specification Wireless and Radio Services Supervisor
B) Organizational Chart of the IT Department

Class Designation: Civil Service

Wireless and Radio Services Supervisor

Definition

Under direction, plans, organizes, coordinates, and supervises the City's wireless telecommunications and radio operations. Responsible for maintaining, supporting, and upgrading voice, data, and radio systems used across the City, including public safety and other municipal departments. Ensures reliable, secure, and efficient communications through oversight of wireless technologies, cloud-based voice systems, radio infrastructure, cellular services, paging systems, cabling, and related equipment.

Distinguishing Characteristics

Distinguished from the IT Manager in that the incumbent does not manage an entire division. Distinguished from technical-level classifications by its broader responsibility for planning, budgeting, project management, and interdepartmental coordination.

Supervision Exercised/Received:

This is a supervisory classification within the Information Technology Department. The incumbent manages technical staff, vendors, and contractors while overseeing complex communications infrastructure that supports critical City operations. Receives general direction from the Information Technology Manager - Communications and Customer Support; exercises direct supervision over assigned technical staff and contractors.

Examples of Essential Duties

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

- Plans, organizes, and supervises installation, maintenance, and repair of wireless telecommunications and radio equipment.
- Oversees operation and support of public safety and non-public safety radio systems, including base stations, repeaters, consoles, and portable/mobile radios.
- Ensures compliance with FCC regulations and other applicable standards.
- Manages administration and support of cloud and on-premises voice systems, VoIP, and unified communications solutions.
- Coordinates installation and maintenance of structured cabling, fiber, and related telecommunications infrastructure.

Class Designation: Civil Service

- Administers the City's cellular and over-the-head paging services, including device management, contracts, and policies.
- Ensures interoperability of City radio systems with regional and state public safety networks.
- Evaluates, recommends, and implements new technologies to improve operational efficiency and service delivery.
- Supervises staff including instructing, assigning, planning and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Oversees vendor contracts, service level agreements, and the procurement of telecommunications and radio systems.
- Assists the IT Manager in developing and managing the section's operating and capital improvement budgets.
- Maintains documentation of network architecture, equipment inventory, and signal coverage.
- Responds to emergencies and coordinates restoration of critical communication services.
- Performs related duties as required.

Qualification Guidelines

Knowledge of

- Principles, practices, and technologies related to wireless telecommunications, VoIP, and radio communications.
- Public safety radio communications, including P25 systems, trunked radio, LTE, 5G, FirstNet and interoperability standards.
- RF principles and propagation characteristics.
- FCC regulations and frequency licensing requirements.
- Public safety communications standards, including APCO, NFPA, and NENA.
- Dispatch consoles and communications control systems.
- Structured cabling, fiber optics, and physical communications infrastructure standards.
- Cloud-based telephony, unified communications, and paging systems.
- Cellular technologies, device administration, and mobile network management.
- Principles and techniques of supervision, training, and staff development.
- Project management, budgeting, and vendor contract administration.
- City and Department Mission including strategic goals and objectives.

Class Designation: Civil Service

- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Supervise, train, and evaluate technical staff and contractors.
- Manage complex telecommunications and radio infrastructure projects under the supervision of the IT Manager.
- Serve as secondary support for troubleshooting communications system issues, stepping in when the wireless technician is unable to resolve the problem.
- Collaborate effectively with multiple departments, vendors, and external agencies.
- Ensure compliance with federal, state, and local regulations governing communications systems.

Core Competencies

- Action & Results Focus – Showing initiative and being focused on accomplishment.
 - Adaptability – Adjusting to change or to the emergent demands of the situation.
 - Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
 - Decision Making – Exercising discretion and judgment in choosing courses of action.
 - Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
 - Leadership – Promoting the goal and showing the way.
 - Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
 - Managing Performance – Taking responsibility for improving the effectiveness of others.
 - Oral Communication – Engaging effectively in dialogue.
 - Project Management – Ensuring that projects are on-time, on-budget, and on-specifications.
 - Reading Comprehension – Understanding and using written information.
 - Relationship Building – Establishing rapport and maintaining working relationships.
 - Self-Management – Being organized, dependable, and following through.
 - Teamwork – Blending one's capabilities and effort with those of others toward a common goal
-

Class Designation: Civil Service

Education and Experience

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

Bachelor's degree in Information Technology, Telecommunications, Electronics, or a closely related field and five (5) years of increasingly responsible experience in wireless telecommunications or radio systems, including two (2) years in a supervisory or lead role; or an equivalent combination of training and experience. Experience in a local government or public safety environment is highly desired.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

The following certifications are highly desirable:

- FCC General Radiotelephone Operator License (GROL)
- Motorola Radio System Certifications (e.g., ASTRO 25, MOTOTRBO, APX, and other relevant programming and maintenance certifications)
- APCO Certifications for public safety communications (e.g., Public Safety Telecommunicator, Radio Technician, or Communications Center Manager)
- Cisco Certifications (CCNA, Collaboration, or related specializations)
- Cloud Voice System Certifications (e.g., Microsoft Teams Telephony)

Special Requirements

Performance of the essential duties of this position requires the following physical demands and working conditions:

Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and conferences. Work may involve evenings, weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation.

Career Ladder Information

Class Designation: Civil Service

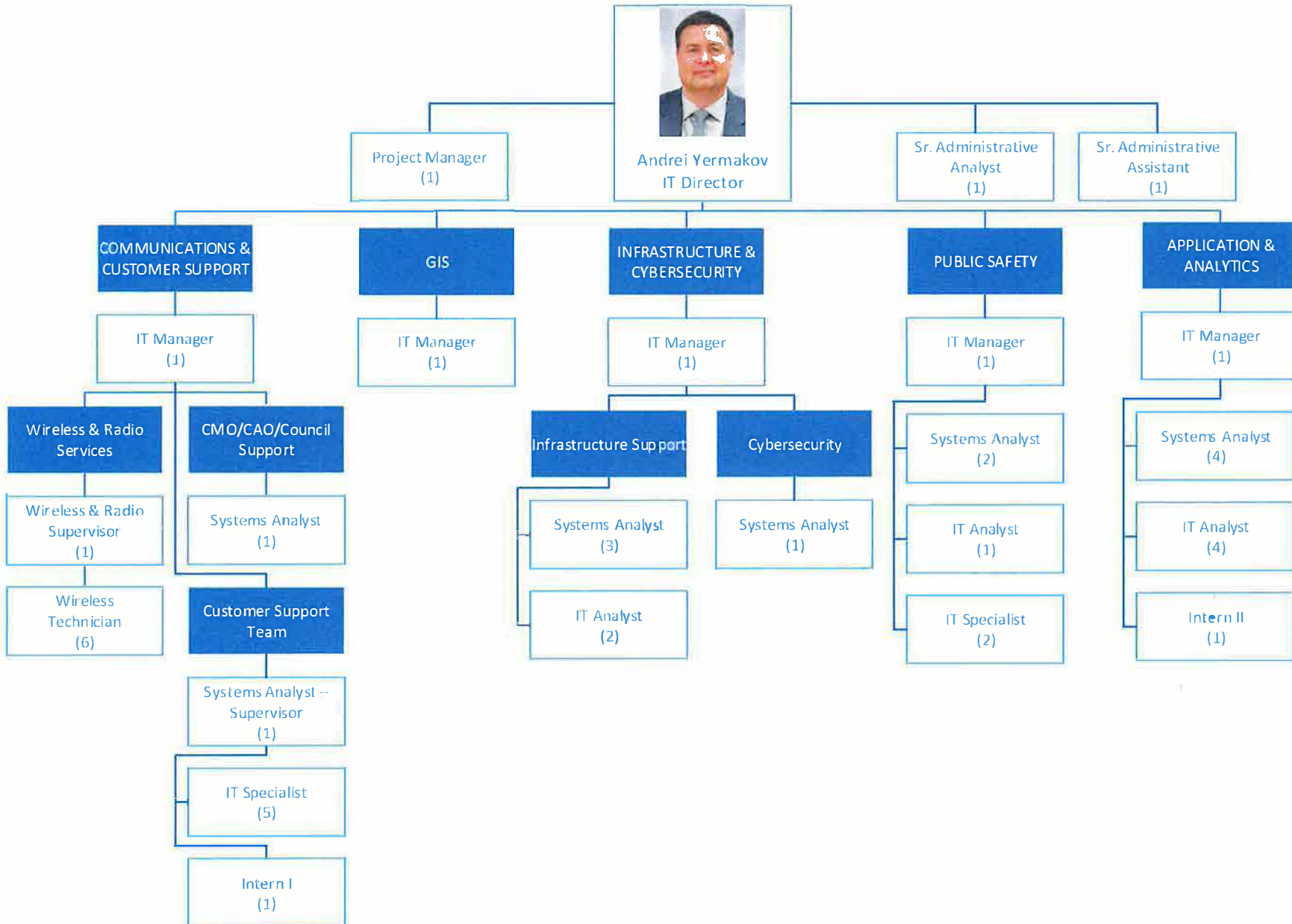
Experience and/or education gained in this classification may serve to meet the qualification guidelines for Information Technology Manager.

CITY OF TORRANCE

Organizational Chart

Communications & Information Technology

ATTACHMENT B



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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATIONS FOR INFORMATION TECHNOLOGY ANALYST CLASSIFICATIONS

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the proposed class specification for Information Technology Analyst – Applications and Analytics and forward it to the City Council for approval; and
2. Approve the proposed class specification for Information Technology Analyst – Infrastructure and forward it to the City Council for approval.

BACKGROUND

The Information Technology Department is undergoing a comprehensive reorganization aimed at enhancing operational efficiency to support the city's growing digital needs. This strategic overhaul includes the introduction of several new class specifications, all designed to address the evolving demands of a rapidly changing technological landscape. These new class specifications will help clarify roles and establish well-defined responsibilities for each position within the divisions. The proposed class specifications for Information Technology Analyst – Applications and Analytics, and Information Technology Analyst – Infrastructure are submitted for your review and approval.

ANALYSIS

The Information Technology Analyst – Applications and Analytics and the Information Technology Analyst – Infrastructure perform professional duties in the support, administration, and maintenance of the City's information and communication technology infrastructure. These positions provide technical support for systems, networks, and applications, ensuring reliable and secure operations.

The **Examples of Duties** section reflects principal job duties of the positions.

Information Technology Analyst – Applications and Analytics:

- Responds to and completes incidents and service requests within Service Level Agreement (SLA) requirements.
- Produces and documents user requirements for new systems and system enhancements; documents functional and technical requirements.
- Develops and implements training, test plans, and user acceptance testing with system users.
- Assists in writing scripts and programs for diagnostic reporting and performs data analysis and fixes; documents changes and contributes to recommendations for future enhancements.

- Provides support in unit testing, integration testing, production simulation and load testing, and User Acceptance testing in collaboration with technical staff.
- Supports development of enterprise reporting and analytics platforms (e.g., data warehouses, BI solutions) in collaboration with Systems Analysts.

Information Technology Analyst – Infrastructure:

- Provides support for the City’s network, server, cloud, and database systems to ensure availability and performance of services.
- Assists in administering Cisco networking equipment, including switches, routers, and wireless access points.
- Supports Microsoft technologies (Windows Server, Active Directory, Microsoft 365, Teams, Exchange) and assists with Azure cloud services.
- Troubleshoots and resolves technical issues involving end-user systems, applications, and infrastructure components.
- Assists with system upgrades, migrations, deployments, and integration projects.
- Supports enterprise applications and databases, including data integrity, reporting, and access controls.

The **Qualification Guidelines** section reflects the Knowledge, Abilities, and Core Competencies required for performing the duties of the position.

Information Technology Analyst – Applications and Analytics:

Knowledge of

- Principles and practices related to data collection, processing, management, validation, integrity, analysis, security, and reporting.
- Technology as applied to business operations and data analysis, including spreadsheet applications and specialized statistical analysis software.
- Application system software design, system application purposes, database configurations and process workflows, systems analysis, system operations, diagnosing, troubleshooting and general maintenance.
- Enterprise system integration concepts, API usage, and data governance practices.

Ability to

- Use accepted statistical methods to summarize and manipulate data.
- Maintain datasets for integration into other related organization software systems.
- Write complex custom applications and interfaces using languages such as C#, .NET, Java, PLSQL, JavaScript, PowerShell, Bash, and Python.

Information Technology Analyst – Infrastructure:

Knowledge of

- Principles of computer systems, networking, and infrastructure support.
- Cisco networking fundamentals (switching, routing, wireless, firewalls, VPNs).

- Microsoft technologies (Windows Server, Active Directory, Microsoft 365, Teams, Exchange, Azure).
- Database concepts (SQL Server or equivalent) including data security and maintenance.
- Virtualization technologies and basic cloud administration.

Ability to

- Administer and support network, server, and application environments.
- Troubleshoot technical problems and implement effective solutions.
- Adapt to changing technologies and operational priorities.

Core Competencies

- Adaptability – Adjusting to change or to the emergent demands of the situation.
- Continuous Learning – Being responsible for developing one’s career and competencies.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Customer Focus – Providing exceptional service.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.

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

Must possess and maintain a valid California Class C driver’s license.

Certifications in enterprise system management, programming, analytics, project management, and ITIL are highly desired for the Information Technology Analyst – Applications and Analytics position. Certifications in Microsoft technologies (Windows Server, Azure, Microsoft 365, cloud administration, and security), Cisco technologies (networking, security, wireless, and enterprise infrastructure), virtualization, cloud, and cybersecurity domains as appropriate to infrastructure support, or other related certifications are highly desired for the Information Technology Analyst– Infrastructure position.

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

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

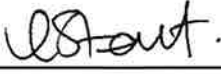
A bachelor’s degree in Computer Science, Information Technology, or a closely related field and three (3) to five (5) years of professional experience in information technology, systems analysis, applications and database support, infrastructure management, cybersecurity, data analytics, or a related field for the Information Technology Analyst – Applications and Analytics position; or information technology infrastructure, systems support, networking or a related field for the Information Technology Analyst – Infrastructure position; or an equivalent combination of training and experience for both positions.

The **Special Requirements** section reflects the essential duties of these positions including the physical demands and/or working conditions.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Proposed Class Specification Information Technology Analyst – Applications and Analytics
B) Proposed Class Specification Information Technology Analyst – Infrastructure
C) Organizational Chart of the IT Department

INFORMATION TECHNOLOGY ANALYST – APPLICATIONS AND ANALYTICS

Definition

Under general supervision, the Information Technology Analyst – Applications and Analytics performs professional duties in the support, administration, and maintenance of the City's information and communication technology infrastructure. The position provides technical support for systems, networks, and applications, ensuring reliable and secure operations. Responsibilities include troubleshooting technical issues, assisting in system implementations, supporting enterprise applications, and maintaining infrastructure to meet departmental and Citywide service needs.

The Information Technology Analyst works closely with senior staff and management, translating user needs into technical solutions, assisting in applications and analytics project implementations, and ensuring continuity of public services. This role requires analytical skills, technical proficiency, and the ability to provide responsive and effective support to City departments.

Distinguishing Characteristics

Distinguished from Systems Analyst in the level and complexity of systems and projects assigned, the scope of work performed, and the area of responsibility. The distinguishing characteristics of the Information Technology Analyst profile include the responsibility to create, analyze, and prepare solutions for and within the enterprise information technology ecosystem. Assignments at this level are generally limited in scope and set within procedural frameworks established by higher level positions. The incumbent must exercise judgment in selecting and adhering to appropriate guidelines, with substantial deviations requiring prior approval.

Supervision Exercised/Received

Receives direction from Systems Analysts or management staff.

Examples of Essential Duties

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

- Responds to and completes incidents and service requests within Service Level Agreement (SLA) requirements.

- Produces and documents user requirements for new systems and system enhancements; documents functional and technical requirements.
- Works collaboratively with department staff, vendors, and stakeholders to resolve issues and implement solutions.
- Conducts workflow analysis, documents scope and objectives, and participates in design sessions.
- Researches and evaluates commercial software, analyzes ability to meet user and technical requirements.
- Develops and implements training, test plans, and user acceptance testing with system users.
- Prepares technical documentation, manuals, and change management updates.
- Assists in development of RFIs, RFPs, RFQs, and SOWs; evaluates proposals in a supportive capacity.
- Provides project support for modifications, integrations, and updates, and may lead small to medium-scale projects.
- Participates in governance activities (e.g., ITIL processes, compliance tracking, security reviews) under senior staff guidance.
- Actively supports business process improvement initiatives to streamline work processes and enhance customer service.
- Perform related duties as required.

In addition to the duties listed above, incumbents may be assigned to different functional areas and may perform the following specialized duties, which can vary interchangeably based on departmental needs:

Applications

- Provides support in analyzing and troubleshooting application problems as reported by end-users.
- Assists in writing scripts and programs for diagnostic reporting and performs data analysis and fixes; documents changes and contributes to recommendations for future enhancements.
- Assists in the process of gathering user requirements and performs analysis to support the development and implementation of new applications or upgrades.
- Offers specialized knowledge to support or lead projects; provides technical insights and assistance in line with defined project management methodologies.
- Focuses on executing highly detailed tasks as part of a team, ensuring accuracy and adherence to deadlines in a supportive capacity.
- Assists with database performance tuning, application integrations, and troubleshooting APIs under guidance from senior staff.
- Attends workshops, reviews professional publications, and participates in professional associations to maintain and update technical knowledge, providing support based on the latest industry standards.
- Assists in administrating and supporting the City application cloud or on-premise portfolio; provides support in database management and administration tasks.
- Assists in the analysis of applications' functionality and contributes to developing recommendations for improving technical and operational practices with an emphasis on system functionality, integrations, and operational enhancements.

- Actively supports efforts to improve department business processes and operations.
- Provides support in unit testing, integration testing, production simulation and load testing, and User Acceptance testing in collaboration with technical staff.
- Supports development of enterprise reporting and analytics platforms (e.g., data warehouses, BI solutions) in collaboration with Systems Analysts.

Analytics

- Supports workstream planning processes; communicates with leadership and stakeholders as required, while quickly adjusting to project tasks.
- Gathers and validates requirements; provides input to business requirements for the design of solutions; may determine and analyze commonly used queries and reports; researches business problems and assists in the creation of analysis data models.
- Executes and documents user test plans; provides support to test teams and resolves issues based on test results.
- Develops custom analytics dashboards and queries based on needs and specifications of the department; develops dynamic ETL (Extract, Transform, Load) aggregating processes from multiple data sources (Rest APIs, Databases, Files, Soap Web Services, and ESRI Arcade); works with internal customers to determine dashboard specifications including layout, data frequency, and security requirements.
- Performs professional work related to projects involving data analysis, business process analysis, application analysis, and report writing, as assigned.
- Assists in the development of end-user training materials; may train clients in the use of business intelligence solutions to enhance business decision-making capability.
- Designs and develops complex database models; writes and edits programs for accessing, maintaining, linking and populating databases and verifies data integrity.

Qualification Guidelines

Knowledge of

- Principles and practices related to data collection, processing, management, validation, integrity, analysis, security, and reporting.
- Principles and practices of requirements gathering, and business process improvement.
- Methods of research, report preparation and data presentation
- Principles and practices of sound business communication.
- Collaborative teamwork practices that support analysis, problem solving and resolution.
- Customer service practices and techniques.
- Technology as applied to business operations and data analysis, including spreadsheet applications and specialized statistical analysis software.
- Traditional business systems such as payroll, accounting, work management, customer billing, productivity software, ERP, and query software tools.

- Application system software design, system application purposes, database configurations and process workflows, systems analysis, system operations, diagnosing, troubleshooting and general maintenance.
- Enterprise system integration concepts, API usage, and data governance practices.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Read, understand, interpret, explain, and apply business and technical information, as well as highly detailed data, patterns, and trends.
- Formulate valid, logical conclusions, recommendations and/or alternatives.
- Use accepted statistical methods to summarize and manipulate data.
- Ensure accuracy of data.
- Maintain datasets for integration into other related organization software systems.
- Exercise sound, independent judgment, and work with minimal supervision.
- Perform highly detailed work on multiple concurrent projects and tasks under strict deadlines.
- Synthesize ideas and information into well-organized and accurate reports, correspondence, charts, and presentations.
- Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, orally and in writing.
- Effectively listen and elicit information.
- Establish and maintain highly effective working relationships with all levels of organization staff, consultants, vendors, contractors, and others encountered in the course of work.
- Develop expertise with a variety of office equipment and computer software, including business intelligence tools and databases.
- Write complex custom applications and interfaces using languages such as C#, .NET, Java, PLSQL, JavaScript, PowerShell, Bash, and Python.
- Develop web pages and applications using HTML5, CSS, and JavaScript.
- Establish and maintain effective working relationships with those contacted in the course of work.

Core Competencies

- **Adaptability** – Adjusting to change or to the emergent demands of the situation.
- **Continuous Learning** – Being responsible for developing one's career and competencies.
- **Critical Thinking and Problem Solving** – Analytically and logically evaluating information, issues, and problems.
- **Customer Focus** – Providing exceptional service.
- **Decision Making** – Exercising discretion and judgment in choosing courses of action.
- **Gathering and Analyzing Data** – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- **Informing** – Obtaining and sharing information.
- **Leveraging Technology** – Applying technology for improvements in efficiency and effectiveness.

- Oral Communication – Engaging effectively in dialogue.
- Professional/Technical Expertise – Mastery of the technical job content.
- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.
- Reading Comprehension – Understanding and using written information.
- Relationship Building – Establishing rapport and maintaining working relationships.
- Teamwork – Blending one’s capabilities and effort with those of others toward a common goal.
- Writing – Getting ideas across in writing.

Education and Experience

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

A bachelor's degree in Computer Science, Information Technology, or a closely related field and three (3) to five (5) years of professional experience in information technology, systems analysis, applications and database support, infrastructure management, cybersecurity, data analytics, or a related field; or an equivalent combination of training and experience.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

Certifications in enterprise system management, programming, analytics, project management, and ITIL are highly desired.

Special Requirements

Performance of the essential duties of this classification requires the following physical demands and working conditions:

Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and conferences. Work may involve evenings; weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation.

Career Ladder Information

Experience and/or education gained in this classification may serve to meet the qualification guidelines for Systems Analyst.

INFORMATION TECHNOLOGY ANALYST – INFRASTRUCTURE

Definition

Under general supervision, the Information Technology Analyst – Infrastructure performs professional duties in the support, administration, and maintenance of the City's information and communication technology infrastructure. The position provides technical support for systems, networks, and applications, ensuring reliable and secure operations. Responsibilities include troubleshooting technical issues, assisting in system implementations, supporting enterprise applications, and maintaining infrastructure to meet departmental and Citywide service needs.

The Information Technology Analyst works closely with senior staff and management, translating user needs into technical solutions, assisting in infrastructure project implementations, and ensuring continuity of public services. This role requires analytical skills, technical proficiency, and the ability to provide responsive and effective support to City departments.

Distinguishing Characteristics

Distinguished from Systems Analyst in the level and complexity of systems and projects assigned, the scope of work performed, and the area of responsibility. The distinguishing characteristics of the Information Technology Analyst profile include the responsibility to create, analyze, and prepare solutions for and within the enterprise information technology ecosystem. Assignments at this level are generally limited in scope and set within procedural frameworks established by higher level positions. The incumbent must exercise judgment in selecting and adhering to appropriate guidelines, with substantial deviations requiring prior approval.

Supervision Exercised/Received

Receives direction from Systems Analysts or management staff.

Examples of Essential Duties

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

- Provides support for the City's network, server, cloud, and database systems to ensure availability and performance of services.
- Assists in administering Cisco networking equipment, including switches, routers, and wireless access points.

- Supports Microsoft technologies (Windows Server, Active Directory, Microsoft 365, Teams, Exchange) and assists with Azure cloud services.
- Troubleshoots and resolves technical issues involving end-user systems, applications, and infrastructure components.
- Monitors system performance and availability using monitoring tools; escalates complex issues to senior staff as needed.
- Assists with system upgrades, migrations, deployments, and integration projects.
- Supports enterprise applications and databases, including data integrity, reporting, and access controls.
- Maintains backups, disaster recovery readiness, and documentation for supported systems.
- Provides technical assistance, training, and customer service to City staff and departments.
- Coordinates with vendors and service providers to resolve issues and support IT initiatives.
- Performs related duties as required.

Qualification Guidelines

Knowledge of

- Principles of computer systems, networking, and infrastructure support.
- Cisco networking fundamentals (switching, routing, wireless, firewalls, VPNs).
- Microsoft technologies (Windows Server, Active Directory, Microsoft 365, Teams, Exchange, Azure).
- Database concepts (SQL Server or equivalent) including data security and maintenance.
- Virtualization technologies and basic cloud administration.
- Systems monitoring and performance tools.
- Backup, disaster recovery, and IT security best practices.
- Customer service practices and techniques.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Administer and support network, server, and application environments.
- Troubleshoot technical problems and implement effective solutions.
- Provide responsive customer support to City staff.
- Document systems, procedures, and troubleshooting steps accurately.
- Collaborate with IT staff, management, and vendors to achieve project goals.
- Communicate technical information clearly to non-technical audiences.
- Adapt to changing technologies and operational priorities.

Core Competencies

- Adaptability – Adjusting to change or to the emergent demands of the situation.
- Continuous Learning – Being responsible for developing one's career and competencies.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Customer Focus – Providing exceptional service.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- Informing – Obtaining and sharing information.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Oral Communication – Engaging effectively in dialogue.
- Professional/Technical Expertise – Mastery of the technical job content.
- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.
- Reading Comprehension – Understanding and using written information.
- Relationship Building – Establishing rapport and maintaining working relationships.
- Teamwork – Blending one's capabilities and effort with those of others toward a common goal.
- Writing – Getting ideas across in writing.

Education and Experience

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

A bachelor's degree in Computer Science, Information Technology, or a closely related field; and three (3) to five (5) years of professional experience in information technology infrastructure, systems support, networking or a related field; or an equivalent combination of training and experience.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

Certifications in Microsoft technologies (Windows Server, Azure, Microsoft 365, cloud administration, and security), Cisco technologies (networking, security, wireless, and enterprise infrastructure), virtualization, cloud, and cybersecurity domains as appropriate to infrastructure support, or other related certifications are highly desired.

Special Requirements

Performance of the essential duties of this classification requires the following physical demands and working conditions:

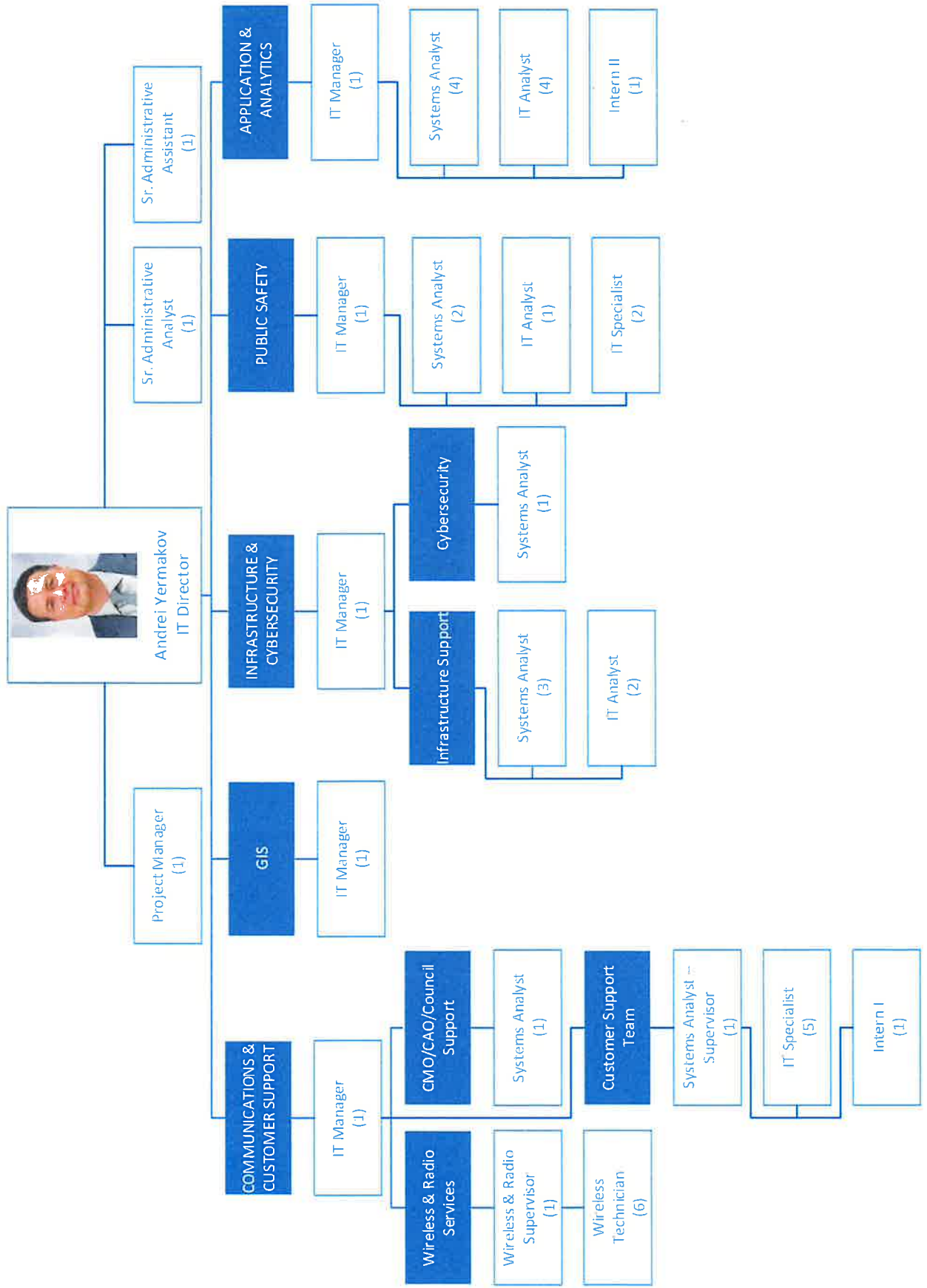
Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and conferences. Work may involve evenings, weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation.

Career Ladder Information

Experience and/or education gained in this classification may serve to meet the qualification guidelines for Systems Analyst.

CITY OF TORRANCE
Organizational Chart

Communications & Information Technology



ATTACHMENT C

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

Honorable Members:

SUBJECT: APPROVE PROPOSED CLASS SPECIFICATIONS FOR SYSTEMS ANALYST CLASSIFICATIONS

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the proposed class specification for Systems Analyst – Applications and Analytics and forward it to the City Council for approval; and
2. Approve the proposed class specification for Systems Analyst – Customer Support and forward it to the City Council for approval; and
3. Approve the proposed class specification for Systems Analyst – Cybersecurity and forward it to the City Council for approval; and
4. Approve the proposed class specification for Systems Analyst – Infrastructure and forward it to the City Council for approval.

BACKGROUND

The Information Technology Department is undergoing a comprehensive reorganization aimed at enhancing operational efficiency to support the city's growing digital needs. This strategic overhaul includes the introduction of several new class specifications, all designed to address the evolving demands of a rapidly changing technological landscape. These new class specifications will help clarify roles and establish well-defined responsibilities for each position within the divisions. The proposed class specifications for Systems Analyst – Applications and Analytics, Systems Analyst – Customer Support, Systems Analyst – Cybersecurity, and Systems Analyst – Infrastructure are submitted for your review and approval.

ANALYSIS

The Systems Analysts perform advanced duties in the design, implementation, and support of the City's information and communication technologies. These positions serve as subject matter experts in their respective areas, providing technical leadership, systems integration expertise, and operational guidance.

The **Examples of Duties** section reflects principal job duties of the positions.

Systems Analyst – Applications and Analytics:

- Administers, supports, and maintains enterprise applications (e.g., ERP, CRM, and permitting) and systems to ensure availability, performance, security, and compliance with City standards.
- Designs, builds, and maintains secure APIs and system interfaces to enable efficient data exchange between City systems and external platforms, including cloud-based (SaaS) applications and data pipelines.

- Supports and administers enterprise reporting platforms and ensures availability and accessibility of Citywide dashboards and visualizations.

Systems Analyst – Customer Support:

- Responds to escalated service requests and complex customer support issues involving City services, systems, and programs.
- Oversees support for endpoint technology, including desktops, laptops, scanners, printers, docking stations, monitors, and mobile devices.
- Maintains accurate inventory and asset records; ensures proper software installation, patching, and mass updates using Microsoft Intune MDM or automation tools.

Systems Analyst – Cybersecurity

- Leads the design, implementation, and continuous improvement of the City's cybersecurity program, including incident response, vulnerability management, and security awareness training.
- Develops, implements, and enforces cybersecurity policies, standards, and procedures to ensure compliance with federal, state, and local regulations (e.g., CJIS, HIPAA, NIST, CCPA).
- Conducts risk assessments, penetration testing, and security audits of enterprise systems, networks, and cloud environments.

Systems Analyst – Infrastructure

- Provides senior-level support for the City's network, server, storage, cloud, and database infrastructure, ensuring high availability of critical public services.
- Administers and maintains Cisco networking equipment, including routers, switches, wireless access points, and firewalls.
- Analyzes infrastructure, application, and security data to identify risks, improve reliability, and ensure compliance with regulatory standards

The **Qualification Guidelines** section reflects the Knowledge, Abilities, and Core Competencies required for performing the duties of the position.

Systems Analyst – Applications and Analytics:

Knowledge of

- Principles and methods of systems analysis, workflow design, and modern development methodologies (e.g., SDLC, Agile).
- Business intelligence and analytics (Power BI, Power Platform, Fabric), including reporting, automation, and visualization best practices.

Ability to

- Administer, configure, and optimize enterprise applications, databases, and collaboration platforms to ensure reliability, performance, and compliance.
- Write, debug, and automate solutions using SQL, Python, JavaScript, and related tools to streamline processes, integrate systems, and support analytics.

Systems Analyst – Customer Support:

Knowledge of

- Principles and best practices of customer service in a public-sector or government setting; ITIL or similar IT governance frameworks.
- Microsoft technologies (Microsoft 365, Windows Server, Active Directory, Azure, Group Policy and Entra ID).

Ability to

- Provide high-level customer service and resolve complex or sensitive issues with professionalism and tact.
- Writes basic scripts using PowerShell, Python, or Bash to automate tasks.

Systems Analyst – Cybersecurity:

Knowledge of

- Principles, practices, and frameworks of cybersecurity, risk management, and information assurance (e.g., NIST Cybersecurity Framework, ISO 27001).
- Security operations, monitoring, and analysis tools (SIEM, IDS/IPS, endpoint detection and response, vulnerability scanners).

Ability to

- Detect, analyze, and mitigate cybersecurity threats in real time while maintaining continuity of government operations.
- Perform complex risk assessments and translate findings into actionable recommendations for technical and non-technical stakeholders.

Systems Analyst – Infrastructure

Knowledge of

- Principles of infrastructure support, networking, databases, and enterprise application administration.
- Cisco networking (routers, switches, wireless, VPNs, and firewalls).

Ability to

- Design, implement, and maintain secure, reliable, and scalable network, server, cloud, database, and application environments.
- Monitor and analyze system performance, responding proactively to issues before service disruption.

Core Competencies

- Adaptability – Adjusting to change or to the emergent demands of the situation.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.

- Decision Making – Exercising discretion and judgment in choosing courses of action
- Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- Process Improvement – Controlling and improving processes and workflow.
- Project Management – Ensuring projects are on-time, on-budget, and on-specifications.
- Relationship Building – Establishing rapport and maintaining working relationships.

The **License or Certificate** section reflects the license requirements and the desired certifications in relevant technologies and programs.

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

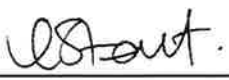
A bachelor's degree in Computer Science, Information Technology, or a closely related field; and five (5) to seven (7) years of progressively responsible professional experience in the respective areas of technology for the position, or an equivalent combination of training and experience. At least one (1) year of supervisory or lead experience is highly desired for all Systems Analyst positions.

The **Special Requirements** section reflects the essential duties of these positions including the physical demands and/or working conditions.

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment:
- A) Proposed Class Specification Systems Analyst – Applications and Analytics
 - B) Proposed Class Specification Systems Analyst – Customer Support
 - C) Proposed Class Specification Systems Analyst – Cybersecurity
 - D) Proposed Class Specification Systems Analyst – Infrastructure
 - E) Organizational Chart of the IT Department

SYSTEMS ANALYST – APPLICATIONS AND ANALYTICS

Definition

Under direction, the Systems Analyst – Applications and Analytics performs advanced duties in the design, implementation, and support of the City's information and communication technologies. The position serves as a subject matter expert in applications and analytics, providing technical leadership, systems integration expertise, and operational guidance. Responsibilities include conducting complex systems analysis, developing technology solutions, ensuring compliance with security and regulatory requirements, and optimizing business processes across City departments.

The Systems Analyst – Applications and Analytics acts as a trusted advisor to management and departmental staff, translating business needs into technical solutions, leading complex applications and analytics technology projects, implementations and deployments, and ensuring continuity of critical public services. This role requires strong analytical skills, project leadership, and the ability to collaborate across organizational boundaries.

Distinguishing Characteristics

The Systems Analyst is distinguished from the Information Technology Analyst by its focus on enterprise-level systems, project leadership, and technical specialization in mission-critical environments. Distinguished from the Division Manager in that the incumbent does not oversee an entire division but may provide supervision, functional oversight, mentorship, and technical direction to other IT staff, contractors, or project teams in the area of applications and analytics.

Supervision Exercised/Received

The Systems Analyst may act as a supervisor of professional and technical personnel, overseeing daily activities, setting priorities, conducting performance evaluations, and ensuring work quality and adherence to standards. The position operates under the general direction from higher-level management and is expected to exercise independent judgment in carrying out assignments and leading complex applications and analytics technology initiatives.

Examples of Essential Duties

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

- Confers with stakeholders to gather requirements, conduct systems analysis and design studies, and prepare specifications that translate business needs into technical solutions.
- Leads and coordinates joint activities of City staff, vendors, and project teams, providing guidance through key phases such as planning, design, testing, deployment, and change management.
- Administers, supports, and maintains enterprise applications (e.g., ERP, CRM, and permitting) and systems to ensure availability, performance, security, and compliance with City standards.
- Designs and manages relational databases and data warehouses; develops SQL queries, stored procedures, and scripts (e.g., Python, JavaScript) to automate processes and enhance system functionality.
- Designs, builds, and maintains secure APIs and system interfaces to enable efficient data exchange between City systems and external platforms, including cloud-based (SaaS) applications and data pipelines.
- Supports and administers enterprise reporting platforms and ensures availability and accessibility of Citywide dashboards and visualizations.
- Provides Tier II/III technical support, including advanced troubleshooting and problem analysis for enterprise applications, databases, and integrations.
- Prepares and maintains technical documentation, system diagrams, and procedures; evaluates new or revised technology solutions to ensure adherence to City standards and governance practices.
- Provides functional oversight to staff, contractors, and project teams.
- Demonstrates continuous effort to improve operations, streamline processes, reduce turnaround times, and provide high-quality, customer-focused service.
- May supervise staff including instructing, assigning, planning and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- May assist with maintaining project budgets.
- Performs related duties as required.

In addition to the duties listed above, incumbents may be assigned to different functional areas and may perform the following specialized duties, which can vary interchangeably based on departmental needs.

Applications

- Designs, develops, tests, and maintains business applications and system integrations; creates and maintains standard operational reports and dashboards to support day-to-day departmental needs.

- Reviews new technology to determine compatibility with existing systems; prepares data flow diagrams and process flow analysis for current and new automation to ensure maximum system utilization; participates in solution evaluations, procurement, and lead implementations.
- Provides systems administration, maintenance, troubleshooting, and upgrades.
- Leads planning, development, and performs systems enhancements; writes program code using appropriate software development tools and programming languages.
- Develops data models, logical databases and application designs; analyzes system interfaces; maintains application dictionaries and database schemas.
- Maintains databases, performance tuning, recovery, and diagnosing/resolving issues.
- Leads in gathering and developing documentation on existing current-state and future-state business processes and identifies business process improvement opportunities to provide a foundation from which to build new enhancements or make business process improvements.
- Leads in preparing and planning project business analysis to establish realistic business objectives and expectations, as well as the scope of requirements with the full support of key stakeholders.
- Actively researches emerging technologies and assesses their relevance to enhance City's operational efficiency.

Analytics

- Gathers, validates, and interprets business requirements and data; develops advanced analytics solutions, complex dashboards, and visualizations that provide enterprise-wide insights and support strategic decision-making.
- Provides input to the development of information quality metrics; identifies and analyzes patterns in the volume and type of data, and the speed or sudden variations in data collection.
- Researches tools, frameworks, and mechanisms for data analytics; interfaces with vendors to keep abreast of new technologies and customer applicability.
- Presents findings in clear, user-focused terms, making large and complex data more accessible, understandable, and usable.
- Designs and delivers user-focused training to enhance user experience (UX), enabling users, including executives, to interact with data and apply insights intuitively; ensures solutions are accessible, user-friendly, and tailored to diverse stakeholder needs.
- Evaluates stakeholder needs and abilities in order to provide appropriate analytics solutions; identifies and provides input to new technology opportunities that will have an impact on the enterprise-wide Business Intelligence (BI) systems; advises organization leadership on how BI processes, practices and technologies play a critical role in improving business management and optimization.
- Develops best practices for analytics deployments.

- Administers database systems, diagnoses and resolves database issues, optimizes database applications for performance, ensures data integrity, and designs and adjusts database structure.
- Implements and maintains enterprise analytics platforms to integrate data from multiple sources, enabling advanced reporting, visualization, and real-time insights to support data-driven decision-making across the organization.

Qualification Guidelines

Knowledge of

- Principles and methods of systems analysis, workflow design, and modern development methodologies (e.g., SDLC, Agile).
- Business process modeling, analysis, and continuous improvement techniques, including flowcharting and workflow optimization.
- Database design, management, optimization, and governance (SQL Server, Oracle, PostgreSQL), including collaboration platforms.
- Programming and automation using scripting languages (Python, JavaScript, SQL) and integration tools.
- API development, systems integration, and optimization across enterprise and cloud platforms.
- Business intelligence and analytics (Power BI, Power Platform, Fabric), including reporting, automation, and visualization best practices.
- Data warehouse concepts, ETL (Extract, Transform, Load) processes, and data governance practices.
- IT service management and governance frameworks (ITIL, COBIT) and project management tools, metrics, and change control.
- Enterprise security management, access controls, regulatory compliance, and disaster recovery/business continuity planning.
- Troubleshooting methods for diagnosing and resolving complex application and database issues.
- Documentation standards and customer service principles in a government IT environment.
- Designing and managing enterprise architecture and system integration within government or large-scale organizations.
- Modern project management methodologies and IT governance frameworks (Agile, PMP, ITIL).
- Data privacy, cybersecurity practices, and regulatory compliance across critical systems.
- Utilizing advanced data analysis, visualization, and reporting tools to support evidence-based public-sector decision-making.
- Budgeting and procurement processes in public administration.

- Principles and techniques of supervision, training, and staff development.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Administer, configure, and optimize enterprise applications, databases, and collaboration platforms to ensure reliability, performance, and compliance.
- Write, debug, and automate solutions using SQL, Python, JavaScript, and related tools to streamline processes, integrate systems, and support analytics.
- Model, analyze, and improve business processes through workflow design and flowcharting techniques to translate operational requirements into technical solutions.
- Design, implement, and maintain dashboards, reports, and data visualizations in Power BI, Power Platform, and Fabric to support evidence-based decision-making.
- Develop, secure, and manage APIs and enterprise system integrations across on-premises, SaaS, and cloud platforms.
- Manage data warehouses, ETL processes, and governance practices to ensure data quality, integrity, and accessibility.
- Implement enterprise security, disaster recovery, and business continuity measures to safeguard critical public services and regulatory compliance.
- Communicate complex technical concepts in clear, accessible language to executives, managers, staff, and external partners.
- Prioritize multiple projects in a fast-paced government environment while maintaining quality, customer service, and adaptability to emerging technologies.

Core Competencies

- Adaptability – Adjusting to change or to the emergent demands of the situation.
- Continuous Learning – Being responsible for developing one's career and competencies.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- Informing – Obtaining and sharing information.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Oral Communication – Engaging effectively in dialogue.
- Presentation Skill – Formally delivering information to groups.
- Process Improvement – Controlling and improving processes and workflow.
- Professional Impact – Presenting self as a positive representative of the organization.
- Professional/Technical Expertise – Mastery of the technical job content.

- Project Management – Ensuring that projects are on-time, on-budget, and on-specifications.
- Reading Comprehension – Understanding and using written information.
- Relationship Building – Establishing rapport and maintaining working relationships.
- Writing – Getting ideas across in writing.

Education and Experience

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

A bachelor's degree in Computer Science, Information Technology, or a closely related field and five (5) to seven (7) years of progressively responsible professional experience in information technology, including areas such as systems analysis, applications and database support, infrastructure management, cybersecurity, or data analytics; or an equivalent combination of training and experience. At least one (1) year of supervisory or lead experience is highly desired.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

Certifications in database and data management (relational database administration, data warehouse design, and SQL expertise), business intelligence and analytics (data visualization, reporting platforms, and enterprise analytics solutions), programming and application development (Python, JavaScript), enterprise systems and cloud platforms (Microsoft, Azure, and enterprise application administration), IT governance, security, and service management (cybersecurity practices, IT service management frameworks, compliance in government environments), or other certifications related to the Systems Analyst role are highly desired.

Special Requirements

Performance of the essential duties of this classification requires the following physical demands and working conditions:

Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and

conferences. Work may involve evenings, weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation

Career Ladder Information

Experience and/or education gained in this classification may serve to meet the qualification guidelines for Information Technology Manager.

SYSTEMS ANALYST – CUSTOMER SUPPORT

Definition

Under direction, the Systems Analyst – Customer Support performs advanced duties in the design, implementation, and support of the City’s information and communication technologies. The position serves as a subject matter expert in customer support, providing technical leadership, systems integration expertise, and operational guidance. Responsibilities include conducting complex systems analysis, developing technology solutions, ensuring compliance with security and regulatory requirements, and optimizing business processes across City departments.

The Systems Analyst – Customer Support acts as a trusted advisor to management and departmental staff, translating business needs into technical solutions, leading complex customer support technology projects, implementations and deployments, and ensuring continuity of critical public services. This role requires strong analytical skills, project leadership, and the ability to collaborate across organizational boundaries.

Distinguishing Characteristics

The Systems Analyst is distinguished from the Information Technology Analyst by its focus on enterprise-level systems, project leadership, and technical specialization in mission-critical environments. Distinguished from the Division Manager in that the incumbent does not oversee an entire division but may provide supervision, functional oversight, mentorship, and technical direction to other IT staff, contractors, or project teams in the area of customer support.

Supervision Exercised/Received

The Systems Analyst may act as a supervisor of professional and technical personnel, overseeing daily activities, setting priorities, conducting performance evaluations, and ensuring work quality and adherence to standards. The position operates under the general direction from higher-level management and is expected to exercise independent judgment in carrying out assignments and leading complex customer support technology initiatives.

Examples of Essential Duties

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

- Responds to escalated service requests and complex customer support issues involving City services, systems, and programs.
- Uses advanced analytical skills to diagnose and troubleshoot system-level problems in hardware, software, and networking.
- Oversees support for endpoint technology, including desktops, laptops, scanners, printers, docking stations, monitors, and mobile devices.
- Handles inquiries, complaints, and service requests from the public, elected officials, and City employees with professionalism and diplomacy.
- Oversees the creation and maintenance of customer service knowledge bases, FAQs, and self-service portals.
- Prepares detailed reports, performance metrics, and documentation on customer support operations and service levels.
- Maintains accurate inventory and asset records; ensures proper software installation, patching, and mass updates using Microsoft Intune MDM or automation tools.
- Maintains accurate records of service requests and projects in the ITSM system; ensures adherence to SLAs and project timelines.
- Provides setup, maintenance, and troubleshooting support for audio-visual equipment and related technologies for in-person and hybrid meetings; supports collaboration and virtual meeting platforms.
- Ensures compliance with City policies, public sector regulations, and service standards.
- Provides leadership and mentoring to customer service staff, ensuring consistent and effective service delivery.
- Develops and recommends team goals, objectives, and priorities aligned with division strategy.
- Supervises, evaluates, and trains assigned staff; provides regular performance evaluations, feedback, and coaching.
- Develops and delivers training for customer support and City staff to enhance service quality, technical proficiency, and compliance with City policies.
- May supervise staff including instructing, assigning, planning and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline
- Fosters a culture of continuous improvement, teamwork, and customer-focused problem solving across the organization.
- Provides input on customer support policies, procedures, and technologies and recommends improvements to enhance customer experience.
- Coordinates changes and new releases with the Division IT Manager; recommends and implements policy and procedural improvements.
- Prepares detailed documentation, reports, policies, installation and operational procedures, and training materials.

- Coordinates with other City departments to resolve cross-functional service issues.
- Identifies trends in customer needs and service requests; in conjunction with the Division IT Manager, recommends and implements proactive improvements to reduce recurring issues.
- Participates in planning, testing, and communication during Citywide emergencies, service disruptions, or disaster recovery events.
- Supports administrative and technical security measures for auditing and investigative purposes.
- Responds to IT and cybersecurity incidents and outages; implements management defined safeguards to ensure monitoring, mitigation, documentation, and compliance.
- Manages the full equipment lifecycle: procurement recommendations, installation procedures, vendor coordination, maintenance, and timely delivery of equipment once it is received from the vendor.
- Defines and recommends appropriate workstation hardware and software configurations aligned with organizational standards.
- May assist with maintaining project budgets.
- Performs related duties as required.

Qualification Guidelines

Knowledge of

- Principles and best practices of customer service in a public-sector or government setting; ITIL or similar IT governance frameworks.
- Techniques in scheduling, resource allocation, risk management, and change control.
- Microsoft technologies (Microsoft 365, Windows Server, Active Directory, Azure, Group Policy and Entra ID).
- Device management tools such as Intune or other MDM solutions.
- Device lifecycle management and Information Technology policies.
- Scripting languages for task automation, such as PowerShell, Python, or Bash.
- Enterprise architecture and system integration processes.
- Audiovisual equipment setup, operation, and maintenance.
- Data privacy, cybersecurity practices, and regulatory compliance across critical systems.
- Business continuity and disaster recovery planning processes.
- Budgeting and procurement processes in public administration.
- Regulatory compliance requirements and audit preparation processes.
- Project management principles, methodologies, and tools.
- Effective collaboration techniques and stakeholder engagement strategies.
- Performance measurement and service quality standards, including SLAs and KPIs.
- User training principles, methods, and best practices
- Compliance standards such as NIST, ISO 27001, HIPAA, GDPR, and CJIS

- Principles and techniques of supervision, training, and staff development.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Provide high-level customer service and resolve complex or sensitive issues with professionalism and tact.
- Lead, mentor, and evaluate customer support staff, fostering teamwork and accountability.
- Communicate complex technical concepts clearly to non-technical staff, management, and stakeholders.
- Analyze service performance data, identify trends, and recommend improvements.
- Translate customer needs into operational improvements and technology requirements.
- Maintain composure and sound judgment under pressure, especially during emergencies or escalated complaints.
- Apply applicable laws, regulations, and City policies to customer service functions.
- Establish strong working relationships with City departments, external vendors, and service providers.
- Use technology systems, including customer service platforms, call center tools, and reporting applications.
- Develop and deliver training programs to enhance customer service delivery.
- Adapt quickly to changing priorities, service demands, and evolving technologies.
- Writes basic scripts using PowerShell, Python, or Bash to automate tasks.

Core Competencies

- Adaptability – Adjusting to change or to the emergent demands of the situation.
- Continuous Learning – Being responsible for developing one’s career and competencies.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- Informing – Obtaining and sharing information.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Oral Communication – Engaging effectively in dialogue.
- Presentation Skill – Formally delivering information to groups.
- Process Improvement: Controlling and improving processes and workflow.

- Professional Impact – Presenting self as a positive representative of the organization.
- Professional/Technical Expertise – Mastery of the technical job content.
- Project Management – Ensuring that projects are on-time, on-budget, and on-specifications.
- Reading Comprehension – Understanding and using written information.
- Relationship Building – Establishing rapport and maintaining working relationships.
- Writing – Getting ideas across in writing.

Education and Experience

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

A bachelor's degree in Computer Science, Information Technology, or a closely related field and five (5) to seven (7) years of progressively responsible professional experience in information technology, including areas such as systems analysis, applications and database support, infrastructure management, cybersecurity, or data analytics or an equivalent combination of training and experience. At least one (1) year of supervisory or lead experience is highly desired.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

Certifications in areas such as endpoint management, information security, and customer service are highly desired.

Special Requirements

Performance of the essential duties of this classification requires the following physical demands and working conditions:

Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and conferences. Work may involve evenings, weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation.

Career Ladder Information

Experience and/or education gained in this classification may serve to meet the qualification guidelines for Information Technology Manager.

SYSTEMS ANALYST – CYBERSECURITY

Definition

Under direction, the Systems Analyst – Cybersecurity performs advanced duties in the design, implementation, and support of the City's information and communication technologies. The position serves as a subject matter expert in cybersecurity, providing technical leadership, systems integration expertise, and operational guidance. Responsibilities include conducting complex systems analysis, developing technology solutions, ensuring compliance with security and regulatory requirements, and optimizing business processes across City departments.

The Systems Analyst – Cybersecurity acts as a trusted advisor to management and departmental staff, translating business needs into technical solutions, leading complex cybersecurity technology projects, implementations and deployments, and ensuring continuity of critical public services. This role requires strong analytical skills, project leadership, and the ability to collaborate across organizational boundaries.

Distinguishing Characteristics

The Systems Analyst is distinguished from the Information Technology Analyst by its focus on enterprise-level systems, project leadership, and technical specialization in mission-critical environments. Distinguished from the Division Manager in that the incumbent does not oversee an entire division but may provide supervision, functional oversight, mentorship, and technical direction to other IT staff, contractors, or project teams in the area of cybersecurity.

Supervision Exercised/Received

The Systems Analyst may act as a supervisor of professional and technical personnel, overseeing daily activities, setting priorities, conducting performance evaluations, and ensuring work quality and adherence to standards. The position operates under the general direction from higher-level management and is expected to exercise independent judgment in carrying out assignments and leading complex cybersecurity technology initiatives.

Examples of Essential Duties

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

- Leads the design, implementation, and continuous improvement of the City's cybersecurity program, including incident response, vulnerability management, and security awareness training.

- Monitors, analyzes, and responds to cybersecurity events using SIEM, IDS/IPS, and other advanced security monitoring tools.
- Develops, implements, and enforces cybersecurity policies, standards, and procedures to ensure compliance with federal, state, and local regulations (e.g., CJIS, HIPAA, NIST, CCPA).
- Conducts risk assessments, penetration testing, and security audits of enterprise systems, networks, and cloud environments.
- Oversees incident response activities, including forensic investigations, containment, eradication, and recovery efforts, while preparing after-action reports.
- Analyzes cybersecurity intelligence and shares relevant security trends with other teams to strengthen organizational resilience and awareness.
- Collaborates with City departments to ensure secure design and integration of applications, infrastructure, and third-party services.
- Manages identity and access management (IAM) programs, including multi-factor authentication, privileged account monitoring, and role-based access controls.
- Advises executive leadership, department heads, and project managers on cybersecurity risks and recommends mitigation strategies.
- Provides technical leadership and mentorship to junior analysts and IT staff in cybersecurity best practices.
- Represents the City in interagency cybersecurity working groups and coordinate with federal, state, and regional partners on threat intelligence sharing and preparedness.
- May supervise staff including instructing, assigning, planning and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- May assist with maintaining project budgets.
- Performs related duties as required.

Qualification Guidelines

Knowledge of

- Principles, practices, and frameworks of cybersecurity, risk management, and information assurance (e.g., NIST Cybersecurity Framework, ISO 27001).
- Security operations, monitoring, and analysis tools (SIEM, IDS/IPS, endpoint detection and response, vulnerability scanners).
- Cyber incident response methodologies, digital forensics, and evidence handling.
- Threat intelligence sources, attack vectors, and emerging cyber risks affecting government operations and critical infrastructure.
- Federal, state, and local government regulatory requirements, including CJIS, HIPAA, CCPA, and public records laws.

- Identity and access management practices, encryption, and authentication technologies.
- Network and cloud security design, including firewalls, VPNs, zero-trust architecture, and secure cloud service configurations.
- Designing and managing enterprise architecture and system integration within government or large-scale organizations.
- Modern project management methodologies and IT governance frameworks (Agile, PMP, ITIL).
- Data privacy, cybersecurity practices, and regulatory compliance across critical systems.
- Utilizing advanced data analysis, visualization, and reporting tools to support evidence-based public-sector decision-making.
- Budgeting and procurement processes in public administration.
- Principles and techniques of supervision, training, and staff development.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Detect, analyze, and mitigate cybersecurity threats in real time while maintaining continuity of government operations.
- Develop and implement security policies, standards, and procedures tailored to municipal government requirements.
- Perform complex risk assessments and translate findings into actionable recommendations for technical and non-technical stakeholders.
- Lead cross-departmental incident response and recovery efforts under high-pressure conditions.
- Clearly communicate cybersecurity risks, strategies, and requirements to executive management, elected officials, and City staff.
- Mentor and train IT staff and end users on cybersecurity practices.
- Stay current on emerging cyber threats, vulnerabilities, and regulatory requirements, and proactively adjust security programs.
- Establish and maintain effective working relationships with internal departments, law enforcement agencies, and external vendors.
- Manage multiple projects and priorities while meeting deadlines in a fast-changing threat environment.

Core Competencies

- Adaptability – Adjusting to change or to the emergent demands of the situation.
- Continuous Learning – Being responsible for developing one’s career and competencies.

- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- Informing – Obtaining and sharing information.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Oral Communication – Engaging effectively in dialogue.
- Presentation Skill – Formally delivering information to groups.
- Process Improvement: Controlling and improving processes and workflow.
- Professional Impact – Presenting self as a positive representative of the organization.
- Professional/Technical Expertise – Mastery of the technical job content.
- Project Management – Ensuring that projects are on-time, on-budget, and on-specifications.
- Reading Comprehension – Understanding and using written information.
- Relationship Building – Establishing rapport and maintaining working relationships.
- Writing – Getting ideas across in writing.

Education and Experience

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

A bachelor's degree in Computer Science, Information Technology, or a closely related field; and five (5) to seven (7) years of progressively responsible professional experience in information technology, including areas such as systems analysis, applications and database support, infrastructure management, cybersecurity, or data analytics. or an equivalent combination of training and experience. At least one (1) year of supervisory or lead experience is highly desired.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

Certifications in one or more cybersecurity domains including areas such as governance and risk management, security operations, incident response and forensics, penetration testing, cloud security, network and infrastructure security, and compliance with government and regulatory requirements are highly desired.

Special Requirements

Performance of the essential duties of this classification requires the following physical demands and working conditions:

Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and conferences. Work may involve evenings, weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation.

Career Ladder Information

Experience and/or education gained in this classification may serve to meet the qualification guidelines for Information Technology Manager.

SYSTEMS ANALYST - INFRASTRUCTURE

Definition

Under direction, the Systems Analyst – Infrastructure performs advanced duties in the design, implementation, and support of the City's information and communication technologies. The position serves as a subject matter expert in infrastructure, providing technical leadership, systems integration expertise, and operational guidance. Responsibilities include conducting complex systems analysis, developing technology solutions, ensuring compliance with security and regulatory requirements, and optimizing business processes across City departments.

The Systems Analyst – Infrastructure acts as a trusted advisor to management and departmental staff, translating business needs into technical solutions, leading complex infrastructure technology projects, implementations and deployments, and ensuring continuity of critical public services. This role requires strong analytical skills, project leadership, and the ability to collaborate across organizational boundaries.

Distinguishing Characteristics

The Systems Analyst is distinguished from the Information Technology Analyst by its focus on enterprise-level systems, project leadership, and technical specialization in mission-critical environments. Distinguished from the Division Manager in that the incumbent does not oversee an entire division but may provide supervision, functional oversight, mentorship, and technical direction to other IT staff, contractors, or project teams in the area of infrastructure.

Supervision Exercised/Received

The Systems Analyst may act as a supervisor of professional and technical personnel, overseeing daily activities, setting priorities, conducting performance evaluations, and ensuring work quality and adherence to standards. The position operates under the general direction from higher-level management and is expected to exercise independent judgment in carrying out assignments and leading complex infrastructure technology initiatives.

Examples of Essential Duties

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

- Provides senior-level support for the City's network, server, storage, cloud, and database infrastructure, ensuring high availability of critical public services.

- Administers and maintains Cisco networking equipment, including routers, switches, wireless access points, and firewalls.
- Manages and supports Microsoft technologies (Windows Server, Active Directory, Microsoft 365, Exchange, Teams) and Azure cloud services.
- Provides support to enterprise applications and databases, ensuring performance, integrity, and security.
- Implements and maintains systems monitoring tools to proactively identify and resolve performance or availability issues.
- Plans, implements, and monitors infrastructure projects such as system upgrades, migrations, virtualization, cloud integration, and database improvements.
- Analyzes infrastructure, application, and security data to identify risks, improve reliability, and ensure compliance with regulatory standards.
- Leads and coordinates incident response efforts for outages or security events, troubleshooting complex technical issues and restoring services promptly.
- Manages backup, disaster recovery, and business continuity solutions for infrastructure and application environments.
- Provides technical leadership, mentorship, and training to IT staff, contractors, and project teams.
- Collaborates with City departments to assess technology needs, recommend solutions, and support strategic IT initiatives.
- May supervise staff including instructing, assigning, planning and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- May assist with maintaining project budgets.
- Performs related duties as required.

Qualification Guidelines

Knowledge of

- Principles of infrastructure support, networking, databases, and enterprise application administration.
- Cisco networking (routers, switches, wireless, VPNs, and firewalls).
- Microsoft technologies (Windows Server, Active Directory, Group Policy, Exchange, Teams, Microsoft 365, Azure).
- Database platforms (SQL Server, Oracle, or equivalent), including backup, tuning, and security.
- Enterprise applications used in local government.
- Virtualization technologies and hybrid cloud integration.
- Systems monitoring, alerting, and performance management tools.

- Storage, backup, and disaster recovery strategies.
- Cybersecurity best practices and compliance standards (CJIS, NIST, HIPAA).
- Troubleshooting methods for complex, multi-layered infrastructure and application issues.
- Vendor management, licensing, and procurement practices in public-sector IT.
- Designing and managing enterprise architecture and system integration within government or large-scale organizations.
- Modern project management methodologies and IT governance frameworks (Agile, PMP, ITIL).
- Data privacy, cybersecurity practices, and regulatory compliance across critical systems.
- Utilizing advanced data analysis, visualization, and reporting tools to support evidence-based public-sector decision-making.
- Budgeting and procurement processes in public administration.
- Principles and techniques of supervision, training, and staff development.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State, and Federal laws and regulations.

Ability to

- Design, implement, and maintain secure, reliable, and scalable network, server, cloud, database, and application environments.
- Monitor and analyze system performance, responding proactively to issues before service disruption.
- Troubleshoot complex technical issues spanning multiple platforms (network, servers, databases, applications).
- Support enterprise applications and databases, ensuring availability and integration with City systems.
- Lead infrastructure and application-related projects to successful completion.
- Apply cybersecurity intelligence to strengthen City technology infrastructure and safeguard sensitive data.
- Provide technical mentorship and guidance to staff and project teams.
- Communicate complex technical concepts clearly to non-technical staff, management, and stakeholders.
- Establish strong working relationships with City departments, external vendors, and service providers.
- Adapt to changing priorities, regulatory requirements, and emerging technologies.
- Prepare and maintain accurate documentation, system diagrams, and reports for infrastructure and applications.

Core Competencies

- **Adaptability** – Adjusting to change or to the emergent demands of the situation.

- Continuous Learning – Being responsible for developing one's career and competencies.
- Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.
- Decision Making – Exercising discretion and judgment in choosing courses of action.
- Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.
- Informing – Obtaining and sharing information.
- Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.
- Oral Communication – Engaging effectively in dialogue.
- Presentation Skill – Formally delivering information to groups.
- Process Improvement – Controlling and improving processes and workflow.
- Professional Impact – Presenting self as a positive representative of the organization.
- Professional/Technical Expertise – Mastery of the technical job content.
- Project Management – Ensuring that projects are on-time, on-budget, and on-specifications.
- Reading Comprehension – Understanding and using written information.
- Relationship Building – Establishing rapport and maintaining working relationships.
- Writing – Getting ideas across in writing.

Education and Experience

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

A bachelor's degree in Computer Science, Information Technology, or a closely related field; and five (5) to seven (7) years of progressively responsible professional experience in information technology, including areas such as systems analysis, applications and database support, infrastructure management, cybersecurity, or data analytics; or an equivalent combination of training and experience. At least one (1) year of supervisory or lead experience is highly desired.

License and/or Certificates

Must possess and maintain a valid California Class C driver's license.

Certifications in Microsoft technologies (Windows Server, Azure, Microsoft 365, cloud administration, and security), Cisco technologies (networking, security, wireless, and enterprise infrastructure), virtualization, cloud, and cybersecurity domains as appropriate to infrastructure support, or other certifications related to the Systems Analyst role are highly desired.

Special Requirements

Performance of the essential duties of this classification requires the following physical demands and working conditions:

Requires sufficient hand/eye coordination and manual dexterity to perform semi-skilled repetitive movements, such as using a computer keyboard, as well as operation of vehicles, tools, or equipment. Occasional walking, climbing, bending, and lifting or carrying objects of moderate weight (up to 50 pounds) is required. Tasks require sound and visual perception and acuity, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected. Position may require attendance at off-site meetings and conferences. Work may involve evenings, weekends, or extended hours during critical project milestones or emergencies. May be required to participate in after-hours standby support rotation.

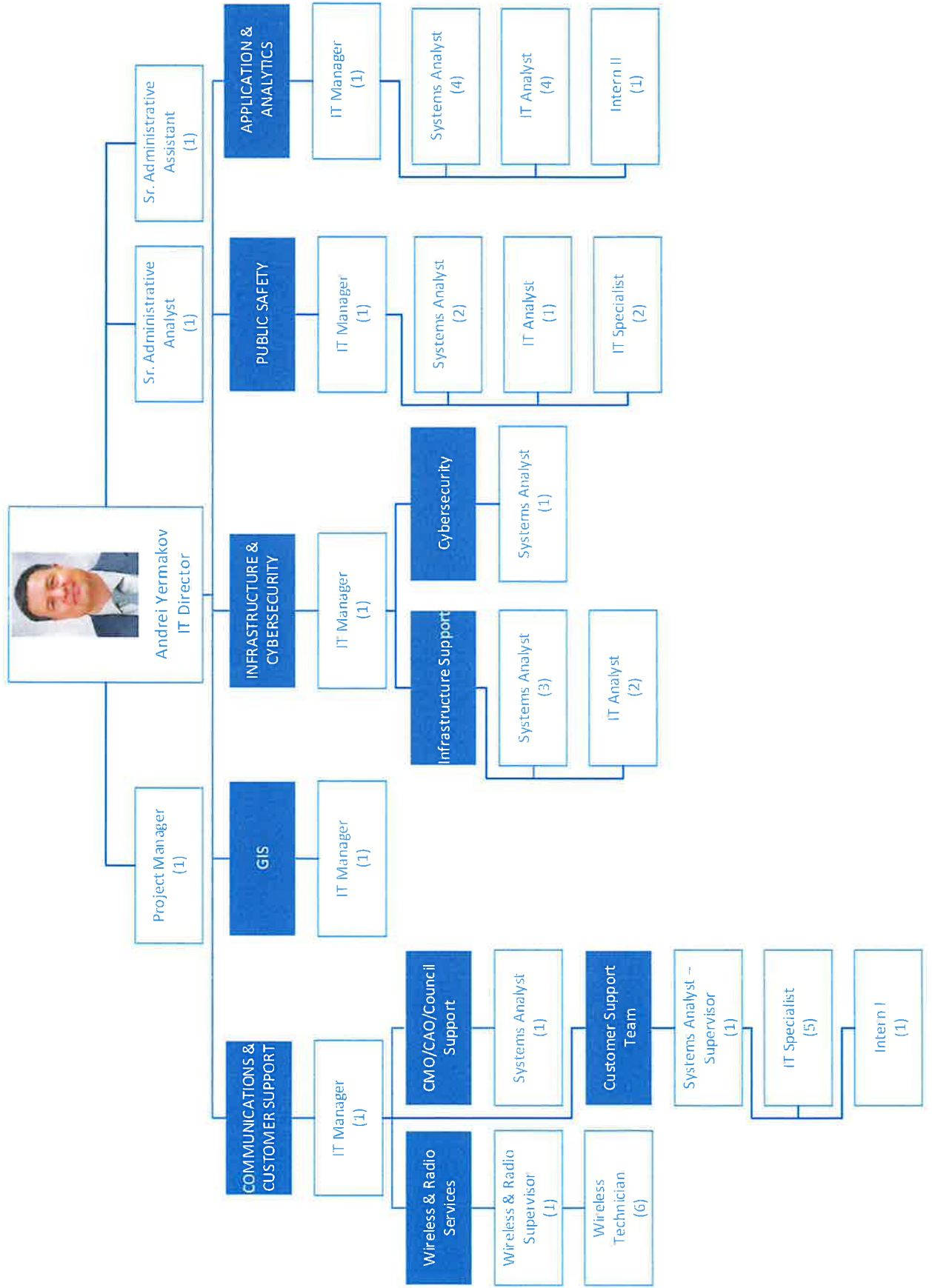
Career Ladder Information

Experience and/or education gained in this classification may serve to meet the qualification guidelines for Information Technology Manager.

CITY OF TORRANCE

Organizational Chart

Communications & Information Technology



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

Honorable Members:

SUBJECT: APPROVE REVISED CLASS SPECIFICATION FOR INFORMATION TECHNOLOGY SPECIALIST

RECOMMENDATION:

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


BACKGROUND/ANALYSIS:

The class specification for Information Technology Specialist was last revised in 2014. The Information Technology Department is undergoing a comprehensive reorganization aimed at enhancing operational efficiency to support the city's growing digital needs. This strategic overhaul includes the introduction of several new class specifications as well as a revision to the Information Technology Specialist position. Staff reviewed the Information Technology Specialist class specification and determined that changes were necessary to reflect the current functions of the position.

The **Definition, Distinguishing Characteristics, Supervision Exercised/Received, Examples of Essential Duties, Examples of Other Duties, Qualifications Guidelines, License and/or Certificate, Education and Experience, Special Requirements and Career Ladder Information Sections** were revised to reflect the current needs of the position.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Revised Class Specification Information Technology Specialist
B) Existing Class Specification Information Technology Specialist
C) Organizational Chart of the IT Department

Information Technology Specialist

Definition

Under ~~direction~~ **general supervision**, provides **first level technical support for all City departments**. **Installs, configures, and maintains, and troubleshoots endpoint devices such as computers, systems, laptops, printers, audio/visual systems, collaboration technologies, networks, applications, and related equipment;** Supports users citywide by managing IT services requests and resolving technical issues via phone, in person, and through remote support tools. Maintains the City's IT asset inventory, supports system updates, application deployments, system reimaging, and mass deployment activities, uses automation tools to streamline IT operations, conducts training and develops training materials, administers the City's network infrastructure and information systems, and performs related work as required.

Distinguishing Characteristics

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the **Information Technology Specialist** is not primarily responsible for City-wide major applications, and does not act as a project manager. Assignments are generally **focused on endpoint support, first-level troubleshooting, and operational system administration, rather than specialized responsibilities, limited in scope and are set within procedural frameworks established by higher level positions.** ~~As experience accrues, the incumbent performs with increasing independence. Work is performed with a high degree of independence and Work~~ requires incumbent to exercise **some sound** judgment in selecting appropriate actions within 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.

Supervision Exercised/Received:

Information Technology Specialists receive direction from the **Systems Analyst** or Information Technology Manager. ~~or higher level information technology staff.~~

Examples of Essential Duties:

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

- ~~Performs system and network administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.~~ **Provides first-level technical support, resolving issues with endpoint devices, applications, and collaboration tools.**
- ~~Provides project recommendations and input for implementation strategies.~~ **Troubleshoots hardware, software, and connectivity issues.**
- ~~Assists in the planning and coordination of software and applications upgrades.~~
- ~~Installs, upgrades, and configures, and maintains desktops, laptops, personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and audio/visual and monitors; mobile devices.~~
- Creates, packages, and deploys enterprise applications, updates, and patches through Microsoft Intune MDM and supporting automation frameworks.**
- Creates and maintains PowerShell scripts to automate routine IT tasks.**
- Maintains and updates the City's IT asset inventory, ensuring accuracy and accountability.**
- ~~Securely integrates City systems with outside entities using various communication links.~~
- ~~Monitors systems and peripheral equipment, system processing and error listings to maintain control of hardware and software malfunctions.~~
- ~~Assists with HTML and Web development and in the maintenance of the City's Internet and intranet web sites.~~

- Responds to and resolves service requests via phone, in person, email, and remote support tools. trouble calls, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Supports system reimaging and mass deployment of endpoint devices.
- Documents technical issues, resolutions, and procedures in the IT System Management system.
- Collaborates with IT staff to escalate and resolve complex issues.
- Provides training and guidance to end-users on the effective use of hardware, software, audio/visual, and collaboration technologies.
- ~~Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.~~
- ~~Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.~~
- ~~Analyzes user training needs and develops computer based training or selects the appropriate applications.~~
- ~~Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals and other materials for various computer programs in use by the City; and prepares documentation materials as required.~~
- ~~Prepares course training schedules, and reports based on user participation.~~
- ~~Provides training in City procedures as they relate to computerized applications.~~

Examples of Other Duties:

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

- Supports older outgoing technology during the transition phases. to new solutions.
- Monitors and distributes helpdesk calls.
- Assists with report programming.
- Tests new equipment, software, or technologies.
- Replaces data communications equipment when needed.
- Performs related duties as required.

Qualification Guidelines

Knowledge of:

- Principles, practices, and techniques of information technology support.
- Installation, configuration, and troubleshooting of computers, printers, audiovisual, and peripheral devices currently in use by the City. Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- ~~Operating systems, including Microsoft Windows and macOS.~~
- Mobile device management tools such as Microsoft Intune MDM.
- Scripting languages such as PowerShell for automation.
- IT Service Management (ITSM) systems and ticketing processes.
- Basic networking concepts, protocols, and troubleshooting techniques.
- Asset inventory management best practices.
- Customer service methods and techniques for working with end-users in a government environment.
- Productivity Suite such as Microsoft 365.
- Cybersecurity principles, including threat detection and endpoint protection.
- ~~Operation of local area networks (LAN) and wide area networks (WAN).~~
- ~~Computer programming in languages currently in use by the City of Torrance.~~
- ~~Data processing terminology.~~
- ~~Data communications equipment and networks.~~

- ~~Safety precautions necessary when working in a data processing environment.~~
- ~~Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.~~
- ~~Proper English usage, spelling, grammar and punctuation.~~
- City policies and procedures affecting **which affect** 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:

- **Provide effective and timely technical support across City departments.**
- **Install, configure, and troubleshoot endpoint devices, applications, and collaboration systems.** operate, configure, diagnose and repair computers, related software and peripheral equipment.
- ~~Monitor activity and components of data communications network.~~
- **Detect software** ~~Diagnose and resolve~~ **and hardware, software, and network issues.** malfunctions and regulate the quality of printed output.
- **Utilize Microsoft Intune MDM and PowerShell for automation and deployment.**
- **Maintain accurate asset inventory and manage IT assets citywide.**
- ~~Load and unload magnetic media on tape and disk drives.~~
- ~~Determine users needs and problems, understand program requirements and develop effective solutions.~~ **Document and track issues, resolutions, and procedures within the ITSM system.**
- ~~Prepare documentation materials using proper spelling, grammar and punctuation.~~
- ~~Read and understand software documentation and present technical concepts and procedures.~~
- ~~Assist in the preparation of program estimates and meet deadlines.~~
- ~~Act independently, exercise sound judgment within established guidelines and maintain confidentiality.~~
- ~~Learn and utilize new skills and information to improve job performance and efficiency.~~
- ~~Shift priorities as departmental workload demands require.~~
- **Clearly and concisely communicate** ~~Communicate technical information clearly and concisely orally and in writing to non-technical audience users.~~
- **Work independently and prioritize multiple tasks effectively.**
- **Collaborate with colleagues and escalate complex issues as appropriate.**
- **Stay current with emerging technologies and industry trends.**
- **Support and troubleshoot AV systems and conferencing tools.**
- ~~Follow oral and written instructions accurately.~~
- ~~Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both~~ **Collaborate with internal teams and external to the City vendors.**

Core Competencies:

- **Adaptability – Adjusting to change or to the emergent demands of the situation.**
- **Continuous Learning – Being responsible for developing one's career and competencies.**
- **Critical Thinking and Problem Solving – Analytically and logically evaluating information, issues, and problems.**
- **Customer Focus – Providing exceptional service.**
- **Decision-Making – Exercising discretion and judgment in choosing courses of action.**
- **Gathering and Analyzing Data – Fact finding, analyzing and interpreting quantitative and/or qualitative data.**
- **Informing – Obtaining and sharing information.**
- **Innovation – Being resourceful, imaginative, and creative.**
- **Integrity and Ethics – Being trustworthy and responsible for one's actions.**

- **Leveraging Technology – Applying technology for improvements in efficiency and effectiveness.**
- **Oral Communication – Engaging effectively in dialogue.**
- **Professional/Technical Expertise – Mastery of the technical job content.**
- **Relationship Building – Establishing rapport and maintaining working relationships.**
- **Self-Management – Being organized, dependable, and following through.**
- **Using Technology – Keeping pace with technology and putting it to use.**

License **and/or** Certificate

Must possess and maintain a valid California Class C driver's license.

Certifications in areas such as a Microsoft, ~~Certified Systems Engineer (MCSE)~~ **CompTIA, or related technologies are highly is desired.able.** ~~MCSE certification must be related to products and versions currently in use by the City.~~

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 a recognized two-year college with an AA degree in computer science or a related field, and Two-two (2) years of technical experience performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City; or an equivalent combination of training and experience, and graduation from a recognized two-year college with an AA degree in computer science or a related field.

Special Requirements

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

Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces. **Work is generally performed in an office environment without regular exposure to adverse environmental conditions. Requires the ability to operate a motor vehicle as driving City vehicles to various locations is expected.**

The duties of this position may require ~~the employee to be available~~ **availability** at times other than regularly scheduled work hours **including evenings and weekend** to perform system back-ups and to assist in resolving operational problems **as needed.**

Career Ladder Information

Experience **and/or education** gained in this classification may serve to meet the **minimum requirements** **qualification guidelines** for promotion to Information Technology Analyst.

Information Technology Specialist

Definition

Under direction, installs and maintains computer systems, networks and related equipment; conducts training and develops training materials, administers the City's network infrastructure and information systems, and performs related work as required.

Distinguishing Characteristics

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the IT Specialist is not primarily responsible for City-wide major applications, and does not act as a project manager. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate actions within 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.

Supervision Exercised/Received:

Information Technology Specialists receive direction from the Information Technology Manager or higher-level information technology staff.

Examples of Essential Duties:

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

- Performs system and network administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Assists in the planning and coordination of software and applications upgrades.
- Installs, upgrades, and configures personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and monitors;
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in the maintenance of the City's Internet and intranet web sites.
- Responds to trouble calls, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
- Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.
- Analyzes user training needs and develops computer based training or selects the appropriate applications.
- Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals and other materials for various computer programs in use by the City; and prepares documentation materials as required.
- Prepares course training schedules, and reports based on user participation.
- Provides training in City procedures as they relate to computerized applications.

Examples of Other Duties:

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

- Supports older technology during the transition phases.
- Monitors and distributes helpdesk calls.
- Assists with report programming.
- Tests new equipment, software, or technologies.
- Replaces data communications equipment when needed.
- Performs related duties as required.

Qualification Guidelines
Knowledge of:

- Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- Operation of local area networks (LAN) and wide area networks (WAN).
- Computer programming in languages currently in use by the City of Torrance.
- Data processing terminology.
- Data communications equipment and networks.
- Safety precautions necessary when working in a data processing environment.
- Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.
- Proper English usage, spelling, grammar and punctuation.
- City policies and procedures 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:

- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.
- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.
- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.
- Clearly and concisely communicate orally and in writing to non-technical audience.
- Follow oral and written instructions accurately.
- 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.

License or Certificate

Certification as a Microsoft Certified Systems Engineer (MCSE) is desirable. MCSE certification must be related to products and versions currently in use by the City.

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:

Two years of technical experience performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City and graduation from a recognized two-year college with an AA degree in computer science or a related field.

Special Requirements

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

Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces.

The duties of this position may require the employee to be available at times other than regularly scheduled work hours to perform system back-ups and to assist in resolving operational problems.

Career Ladder Information

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

CITY OF TORRANCE

Organizational Chart

Communications & Information Technology

