

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 EMPLOYEE RELATIONS COMMITTEE
(CIVIL SERVICE COMMISSION)
MONDAY, DECEMBER 22, 2025
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

**EMPLOYEE RELATIONS COMMITTEE MAY TAKE ACTION ON ANY ITEM
LISTED ON THE AGENDA**

1. CALL MEETING TO ORDER

ROLL CALL: Committee members Kartsonis, Sasaki, Kohus

2. 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.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

4. ORAL COMMUNICATIONS (Limited up to a 15 minute period)

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.

5. 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.

6. ADMINISTRATIVE MATTERS

6A. Determine Unit for the New Classification of Wireless and Radio Services Supervisor.

Recommendation of the Human Resources Director that your Honorable Body approve the attached Resolution assigning the Wireless and Radio Services Supervisor to the Torrance Professional and Supervisory Association (TPSA).

6B. Determine Unit for the New Classifications of Information Technology Analyst – Applications and Analytics and Information Technology Analyst – Infrastructure.

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the attached Resolution assigning the Information Technology Analyst - Applications and Analytics to the Torrance Professional and Supervisory Association (TPSA).
2. Approve the attached Resolution assigning the Information Technology Analyst - Infrastructure to the Torrance Professional and Supervisory Association (TPSA).

6C. Determine Unit for the New Classifications of Systems Analyst.

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the attached Resolution assigning the Systems Analyst - Applications and Analytics to the Torrance Professional and Supervisory Association (TPSA).
2. Approve the attached Resolution assigning the Systems Analyst - Customer Support to the Torrance Professional and Supervisory Association (TPSA).
3. Approve the attached Resolution assigning the Systems Analyst - Cybersecurity to the Torrance Professional and Supervisory Association (TPSA).
4. Approve the attached Resolution assigning the Systems Analyst - Infrastructure to the Torrance Professional and Supervisory Association (TPSA).

7. COMMITTEE ORAL COMMUNICATIONS

8. ADJOURNMENT

8A. Adjournment of Employee Relations Committee Meeting to Date to be Determined.



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

Honorable Members:

SUBJECT: DETERMINE UNIT FOR THE NEW CLASSIFICATION OF WIRELESS AND RADIO SERVICES SUPERVISOR

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body approve the attached Resolution assigning the Wireless and Radio Services Supervisor to the Torrance Professional and Supervisory Association (TPSA).

BACKGROUND

The Wireless and Radio Services Supervisor plans, organizes, coordinates, and supervises 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.

Anticipating approval of the class specification by the Civil Service Commission, a recommendation for unit determination for Wireless and Radio Services Supervisor is submitted for your approval.

ANALYSIS

The determination of the appropriate unit is based on Torrance Municipal Code Section 14.8.11(f)(2) which states that "the principal criterion shall be whether there is a community of interest among the employees" (Attachment B). An analysis of factors relative to determining unit assignment indicates that the appropriate representation unit for the Wireless and Radio Services Supervisor is the Torrance Professional and Supervisory Association (TPSA).

• **Fullest Freedom in the Exercise of Rights**

The Wireless and Radio Services Supervisor will be grouped with like classifications and will be responsible for performing duties that are similar in nature and level, and therefore, share a common interest. They will share common interests within the Torrance Professional and Supervisory Association, which will assure the Wireless and Radio Services Supervisor the most latitude in exercising rights under the Employee Relations Section of the Torrance Municipal Code.

• **History of Employee Relations in the Unit**

The Torrance Professional and Supervisory Association has traditionally represented classifications that are similar in nature and level, and is therefore appropriate that the Wireless and Radio Services Supervisor be designated to this unit.

• **Effect on the Efficient Operation to the City**

Designating the Wireless and Radio Services Supervisor to the Torrance Professional and Supervisory Association will have a beneficial effect on efficient operations of the City and sound employer-employee relations in that the Wireless and Radio Services Supervisor will be grouped with other City classifications performing similar tasks and would share similar work interests and concerns.

• **Common Skills, Working Conditions, Job Duties, and Educational Requirements**

The Wireless and Radio Services Supervisor will work in a setting similar to other classifications in the Torrance Professional and Supervisory Association.

• **Job Duties**

The incumbent in the position will perform duties similar to other classifications in the representation unit, 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.
- 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.

• **Effect on the Existing Classification Structure of Dividing a Single Classification Among Two or More Units.**

This does not apply as this classification is proposed to be in a single unit.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Aram Chaparyan
City Manager

NOTED:


Brianne Cohen
Civil Service Manager

Attachment: A) Wireless and Radio Services Supervisor Class Specification (Pending Approval of January 13, 2026 Council Item)
B) Torrance Municipal Code Section 14.8.11(f)(2)
C) Positions Represented by Torrance Professional and Supervisory Association
D) Resolution

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.

TORRANCE MUNICIPAL CODE

SECTION 14.8.11. f) 2) ESTABLISHMENT OF REPRESENTATION UNITS.

- 2) In the determination of appropriate representation units the principal criterion shall be whether there is a community of interest among the employees. The following factors, among others, are to be considered in making such determination:
- i) which unit will assure employees the fullest freedom in the exercise of rights set forth under this Code;
 - ii) the history of employee relations, in the unit, among other employees of the City, and in similar public employment;
 - iii) the effect of the unit on the efficient operation of the City and sound employer- employee relations;
 - iv) the extent to which employees have common skills, working conditions, job duties or similar educational requirements;
 - v) the effect on the existing classification structure of dividing a single classification among two (2) or more units; provided, however that no unit shall be established solely on the basis of the extent to which employees in the proposed unit have organized.

Positions Represented by the Torrance Professional & Supervisory Association

Administrative Analyst
Air Conditioning, Heating and Electrical Supervisor
Budget Supervisor
Building Inspection Supervisor
Building Maintenance Supervisor
Buyer
Central Services Coordinator
Central Services Supervisor
Communications Supervisor/Wireless
Communications Supervisor/Telecomm
Deputy City Clerk II
Facilities Services Supervisor
Fire Prevention Supervisor
Fleet Services Supervisor
Forensic Identification Specialist
Forensic Supervisor
Housing Supervisor
Information Technology Analyst
Information Technology Specialist
Juvenile Diversion Case Worker
Juvenile Diversion Coordinator
License Supervisor
Park Services Supervisor
Permit Center Supervisor
Police Services Supervisor
Policy and Resources Specialist
Producer Writer, Assistant
Public Safety Communications Supervisor
Public Works Supervisor
Ranger Supervisor
Senior Accountant
Senior Administrative Analyst
Senior Administrative Assistant
Senior Buyer
Senior Librarian
Senior Forensic Identification Specialist
Supervising Administrative Assistant
Supervising Producer/Writer
Systems Analyst
Traffic & Lighting Supervisor
Transit Supervisor
Transit Training Coordinator
Warehouse Supervisor
Water Operations Supervisor

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF WIRELESS AND RADIO SERVICES SUPERVISOR
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Wireless and Radio Services Supervisor; and

WHEREAS, the City Manager has recommended the classification of Wireless and Radio Services Supervisor be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Wireless and Radio Services Supervisor shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Wireless and Radio Services Supervisor the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Wireless and Radio Services Supervisor to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brienne Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____

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

Honorable Members:

SUBJECT: DETERMINE UNIT FOR THE NEW CLASSIFICATIONS OF INFORMATION TECHNOLOGY ANALYST – APPLICATIONS AND ANALYTICS AND INFORMATION TECHNOLOGY ANALYST – INFRASTRUCTURE

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the attached Resolution assigning the Information Technology Analyst – Applications and Analytics to the Torrance Professional and Supervisory Association (TPSA).
2. Approve the attached Resolution assigning the Information Technology Analyst – Infrastructure to the Torrance Professional and Supervisory Association (TPSA).

BACKGROUND

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.

Anticipating approval of the class specifications by the Civil Service Commission, a recommendation for unit determination for Information Technology Analyst – Applications and Analytics and Information Technology Analyst – Infrastructure is submitted for your approval.

ANALYSIS

The determination of the appropriate unit is based on Torrance Municipal Code Section 14.8.11(f)(2) which states that “the principal criterion shall be whether there is a community of interest among the employees” (Attachment C). An analysis of factors relative to determining unit assignment indicates that the appropriate representation unit for the Information Technology Analyst – Applications and Analytics and the Information Technology Analyst – Infrastructure is the Torrance Professional and Supervisory Association (TPSA).

• **Fullst Freedom in the Exercise of Rights**

The Information Technology Analyst – Applications and Analytics and the Information Technology Analyst – Infrastructure will be grouped with like classifications and will be responsible for performing duties that are similar in nature and level, and therefore, share a common interest. They will share common interests within the Torrance Professional and Supervisory Association, which will assure the Information Technology Analyst positions the most latitude in exercising rights under the Employee Relations Section of the Torrance Municipal Code.

• **History of Employee Relations in the Unit**

The Torrance Professional and Supervisory Association has traditionally represented classifications that are similar in nature and level, and is therefore appropriate that the Information Technology Analyst – Applications and Analytics and the Information Technology Analyst – Infrastructure be designated to this unit.

• **Effect on the Efficient Operation to the City**

Designating the Information Technology Analyst – Applications and Analytics and the Information Technology Analyst – Infrastructure to the Torrance Professional and Supervisory Association will have a beneficial effect on efficient operations of the City and sound employer-employee relations in that


these classifications will be grouped with other City classifications performing similar tasks and would share similar work interests and concerns.

- **Common Skills, Working Conditions, Job Duties, and Educational Requirements**
The Information Technology Analyst – Applications and Analytics and the Information Technology Analyst – Infrastructure will work in a setting similar to other classifications in the Torrance Professional and Supervisory Association.
- **Job Duties**
The incumbents in the positions will perform duties similar to other classifications in the representation unit, such as:
 - 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.
 - 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.
- **Effect on the Existing Classification Structure of Dividing a Single Classification Among Two or More Units.**

This does not apply as this classification is proposed to be in a single unit.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Aram Chaparyan
City Manager

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment: A) Information Technology Analyst – Applications and Analytics Class Specification (Pending Approval of January 13, 2026 Council Item)
B) Information Technology Analyst – Infrastructure Class Specification (Pending Approval of January 13, 2026 Council Item)
C) Torrance Municipal Code Section 14.8.11(f)(2)
D) Positions Represented by Torrance Professional and Supervisory Association
E) Resolution for Information Technology Analyst – Applications and Analytics
F) Resolution for Information Technology Analyst – Infrastructure

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.

TORRANCE MUNICIPAL CODE

SECTION 14.8.11. f) 2) ESTABLISHMENT OF REPRESENTATION UNITS.

- 2) In the determination of appropriate representation units the principal criterion shall be whether there is a community of interest among the employees. The following factors, among others, are to be considered in making such determination:
- i) which unit will assure employees the fullest freedom in the exercise of rights set forth under this Code;
 - ii) the history of employee relations, in the unit, among other employees of the City, and in similar public employment;
 - iii) the effect of the unit on the efficient operation of the City and sound employer- employee relations;
 - iv) the extent to which employees have common skills, working conditions, job duties or similar educational requirements;
 - v) the effect on the existing classification structure of dividing a single classification among two (2) or more units; provided, however that no unit shall be established solely on the basis of the extent to which employees in the proposed unit have organized.

Positions Represented by the Torrance Professional & Supervisory Association

Administrative Analyst
Air Conditioning, Heating and Electrical Supervisor
Budget Supervisor
Building Inspection Supervisor
Building Maintenance Supervisor
Buyer
Central Services Coordinator
Central Services Supervisor
Communications Supervisor/Wireless
Communications Supervisor/Telecomm
Deputy City Clerk II
Facilities Services Supervisor
Fire Prevention Supervisor
Fleet Services Supervisor
Forensic Identification Specialist
Forensic Supervisor
Housing Supervisor
Information Technology Analyst
Information Technology Specialist
Juvenile Diversion Case Worker
Juvenile Diversion Coordinator
License Supervisor
Park Services Supervisor
Permit Center Supervisor
Police Services Supervisor
Policy and Resources Specialist
Producer Writer, Assistant
Public Safety Communications Supervisor
Public Works Supervisor
Ranger Supervisor
Senior Accountant
Senior Administrative Analyst
Senior Administrative Assistant
Senior Buyer
Senior Librarian
Senior Forensic Identification Specialist
Supervising Administrative Assistant
Supervising Producer/Writer
Systems Analyst
Traffic & Lighting Supervisor
Transit Supervisor
Transit Training Coordinator
Warehouse Supervisor
Water Operations Supervisor

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF INFORMATION TECHNOLOGY ANALYST – APPLICATIONS AND ANALYTICS
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Information Technology Analyst – Applications and Analytics; and

WHEREAS, the City Manager has recommended the classification of Information Technology Analyst – Applications and Analytics be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Information Technology Analyst – Applications and Analytics shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Information Technology Analyst – Applications and Analytics the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Information Technology Analyst – Applications and Analytics to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brienne Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF INFORMATION TECHNOLOGY ANALYST – INFRASTRUCTURE
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Information Technology Analyst – Infrastructure; and

WHEREAS, the City Manager has recommended the classification of Information Technology Analyst – Infrastructure be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Information Technology Analyst – Infrastructure shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Information Technology Analyst – Infrastructure the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Information Technology Analyst – Infrastructure to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brienne Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____

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

Honorable Members:

SUBJECT: DETERMINE UNIT FOR THE NEW CLASSIFICATIONS OF SYSTEMS ANALYST

RECOMMENDATION

Recommendation of the Human Resources Director that your Honorable Body:

1. Approve the attached Resolution assigning the Systems Analyst – Applications and Analytics to the Torrance Professional and Supervisory Association (TPSA).
2. Approve the attached Resolution assigning the Systems Analyst – Customer Support to the Torrance Professional and Supervisory Association (TPSA).
3. Approve the attached Resolution assigning the Systems Analyst – Cybersecurity to the Torrance Professional and Supervisory Association (TPSA).
4. Approve the attached Resolution assigning the Systems Analyst – Infrastructure to the Torrance Professional and Supervisory Association (TPSA).

BACKGROUND

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.

Anticipating approval of the class specifications by the Civil Service Commission, a recommendation for unit determination for Systems Analyst – Applications and Analytics, Systems Analyst – Customer Support, Systems Analyst – Cybersecurity, and Systems Analyst – Infrastructure is submitted for your approval.

ANALYSIS

The determination of the appropriate unit is based on Torrance Municipal Code Section 14.8.11(f)(2) which states that "the principal criterion shall be whether there is a community of interest among the employees" (Attachment E). An analysis of factors relative to determining unit assignment indicates that the appropriate representation unit for the Systems Analyst classifications is the Torrance Professional and Supervisory Association (TPSA).

• **Fullest Freedom in the Exercise of Rights**

The Systems Analyst – Applications and Analytics, Systems Analyst – Customer Support, Systems Analyst – Cybersecurity, and the Systems Analyst – Infrastructure will be grouped with like classifications and will be responsible for performing duties that are similar in nature and level, and therefore, share a common interest. They will share common interests within the Torrance Professional and Supervisory Association, which will assure the Systems Analyst positions the most latitude in exercising rights under the Employee Relations Section of the Torrance Municipal Code.

• **History of Employee Relations in the Unit**

The Torrance Professional and Supervisory Association has traditionally represented classifications that are similar in nature and level, and is therefore appropriate that the Systems Analyst – Applications and Analytics, Systems Analyst – Customer Support, Systems Analyst – Cybersecurity, and the Systems Analyst – Infrastructure be designated to this unit.

• **Effect on the Efficient Operation to the City**

Designating the Systems Analyst – Applications and Analytics, Systems Analyst – Customer Support, Systems Analyst – Cybersecurity, and the Systems Analyst – Infrastructure to the Torrance Professional and Supervisory Association will have a beneficial effect on efficient operations of the City

and sound employer-employee relations in that these classifications will be grouped with other City classifications performing similar tasks and would share similar work interests and concerns.

- **Common Skills, Working Conditions, Job Duties, and Educational Requirements**
The Systems Analyst – Applications and Analytics, Systems Analyst – Customer Support, Systems Analyst – Cybersecurity, and the Systems Analyst – Infrastructure will work in a setting similar to other classifications in the Torrance Professional and Supervisory Association.
- **Job Duties**
The incumbents in the positions will perform duties similar to other classifications in the representation unit, such as:
 - Administers, supports, and maintains enterprise applications (e.g., ERP, CRM, and permitting) and systems to ensure availability, performance, security, and compliance with City standards.
 - Oversees support for endpoint technology, including desktops, laptops, scanners, printers, docking stations, monitors, and mobile devices. Develops and implements training, test plans, and user acceptance testing with system users.
 - Leads the design, implementation, and continuous improvement of the City's cybersecurity program, including incident response, vulnerability management, and security awareness training.
 - Analyzes infrastructure, application, and security data to identify risks, improve reliability, and ensure compliance with regulatory standards
- **Effect on the Existing Classification Structure of Dividing a Single Classification Among Two or More Units.**

This does not apply as this classification is proposed to be in a single unit.

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 
Leallani Stewart
Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Director


Aram Chaparyan
City Manager

NOTED:


Brianne Cohen
Civil Service Manager

- Attachment: A) Systems Analyst – Applications and Analytics Class Specification (Pending Approval of January 13, 2026 Council Item)
B) Systems Analyst – Customer Support Class Specification (Pending Approval of January 13, 2026 Council Item)
C) Systems Analyst – Cybersecurity Class Specification (Pending Approval of January 13, 2026 Council Item)
D) Systems Analyst – Infrastructure Class Specification (Pending Approval of January 13, 2026 Council Item)

- E) Torrance Municipal Code Section 14.8.11(f)(2)
- F) Positions Represented by Torrance Professional and Supervisory Association
- G) Resolution for Systems Analyst – Applications and Analytics
- H) Resolution for Systems Analyst – Customer Support
- I) Resolution for Systems Analyst – Cybersecurity
- J) Resolution for Systems Analyst – Infrastructure

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.

TORRANCE MUNICIPAL CODE

SECTION 14.8.11. f) 2) ESTABLISHMENT OF REPRESENTATION UNITS.

- 2) In the determination of appropriate representation units the principal criterion shall be whether there is a community of interest among the employees. The following factors, among others, are to be considered in making such determination:
- i) which unit will assure employees the fullest freedom in the exercise of rights set forth under this Code;
 - ii) the history of employee relations, in the unit, among other employees of the City, and in similar public employment;
 - iii) the effect of the unit on the efficient operation of the City and sound employer- employee relations;
 - iv) the extent to which employees have common skills, working conditions, job duties or similar educational requirements;
 - v) the effect on the existing classification structure of dividing a single classification among two (2) or more units; provided, however that no unit shall be established solely on the basis of the extent to which employees in the proposed unit have organized.

Positions Represented by the Torrance Professional & Supervisory Association

Administrative Analyst
Air Conditioning, Heating and Electrical Supervisor
Budget Supervisor
Building Inspection Supervisor
Building Maintenance Supervisor
Buyer
Central Services Coordinator
Central Services Supervisor
Communications Supervisor/Wireless
Communications Supervisor/Telecomm
Deputy City Clerk II
Facilities Services Supervisor
Fire Prevention Supervisor
Fleet Services Supervisor
Forensic Identification Specialist
Forensic Supervisor
Housing Supervisor
Information Technology Analyst
Information Technology Specialist
Juvenile Diversion Case Worker
Juvenile Diversion Coordinator
License Supervisor
Park Services Supervisor
Permit Center Supervisor
Police Services Supervisor
Policy and Resources Specialist
Producer Writer, Assistant
Public Safety Communications Supervisor
Public Works Supervisor
Ranger Supervisor
Senior Accountant
Senior Administrative Analyst
Senior Administrative Assistant
Senior Buyer
Senior Librarian
Senior Forensic Identification Specialist
Supervising Administrative Assistant
Supervising Producer/Writer
Systems Analyst
Traffic & Lighting Supervisor
Transit Supervisor
Transit Training Coordinator
Warehouse Supervisor
Water Operations Supervisor

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF SYSTEMS ANALYST – APPLICATIONS AND ANALYTICS
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Systems Analyst – Applications and Analytics; and

WHEREAS, the City Manager has recommended the classification of Systems Analyst – Applications and Analytics be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Systems Analyst – Applications and Analytics shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Systems Analyst – Applications and Analytics the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Systems Analyst – Applications and Analytics to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brienne Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF SYSTEMS ANALYST – CUSTOMER SUPPORT
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Systems Analyst – Customer Support; and

WHEREAS, the City Manager has recommended the classification of Systems Analyst – Customer Support be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Systems Analyst – Customer Support shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Systems Analyst – Customer Support the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Systems Analyst – Customer Support to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brienne Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF SYSTEMS ANALYST – CYBERSECURITY
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Systems Analyst – Cybersecurity; and

WHEREAS, the City Manager has recommended the classification of Systems Analyst – Cybersecurity be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Systems Analyst – Cybersecurity shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Systems Analyst – Cybersecurity the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Systems Analyst – Cybersecurity to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brienne Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____

RESOLUTION NO. _____

A RESOLUTION OF THE EMPLOYEE RELATIONS COMMITTEE OF
THE CITY OF TORRANCE APPROVING THE ASSIGNMENT OF THE
CLASSIFICATION OF SYSTEMS ANALYST – INFRASTRUCTURE
TO THE TORRANCE PROFESSIONAL AND SUPERVISORY ASSOCIATION

WHEREAS, the Employee Relations Committee is responsible for the assignment of all job classifications to an appropriate employee representation association; and

WHEREAS, the Human Resources Department has created a new Civil Service job classification of Systems Analyst – Infrastructure; and

WHEREAS, the City Manager has recommended the classification of Systems Analyst – Infrastructure be assigned to the Torrance Professional and Supervisory Association; and

WHEREAS, the Systems Analyst – Infrastructure shares a number of common duties and working conditions with current members of the Torrance Professional and Supervisory Association; and

WHEREAS, membership in the Torrance Professional and Supervisory Association will afford the Systems Analyst – Infrastructure the fullest freedom in exercise of the employee relations rights granted by the Torrance Municipal Code;

NOW, THEREFORE, BE IT RESOLVED, that the Employee Relations Committee of the City of Torrance hereby assigns the new classification of Systems Analyst – Infrastructure to the Torrance Professional and Supervisory Association.

INTRODUCED, APPROVED AND ADOPTED this _____ day of December, 2025.

Chair, Employee Relations Committee

ATTEST:

Brianna Cohen
Civil Service Manager

APPROVED AS TO FORM:

PATRICK SULLIVAN
CITY ATTORNEY

By _____