

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

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

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

**TORRANCE CIVIL SERVICE COMMISSION AGENDA
MONDAY, SEPTEMBER 12, 2022
REGULAR MEETING
6:00 P.M. IN COUNCIL CHAMBERS
AT 3031 TORRANCE BL.**

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

1. CALL MEETING TO ORDER

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

2. FLAG SALUTE:

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

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, September 7, 2022.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. 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.

6. CONSENT CALENDAR

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

6A. Approve Civil Service Commission Minutes.

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of August 8, 2022. *(Minutes provided to Commission members only, copies available in the Personnel Building).*

6B. Accept and File Employee Transition Report for August 2022.

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

6C. Approve the Examination for Information Technology Analyst.

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

6D. Approve the Examination for Information Technology Specialist.

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

7. ADMINISTRATIVE MATTERS

No Business to Consider.

8. HEARINGS

8A. Appeal of Discipline of a Wastewater Technician.

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

9. COMMISSION ORAL COMMUNICATIONS

10. ADJOURNMENT

10A. Adjournment of Civil Service Commission Meeting to Monday, September 19, 2022 at 6:00 p.m.

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

Honorable Members:

SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR AUGUST 2022

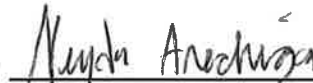
RECOMMENDATION:

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

BACKGROUND/ANALYSIS:

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

Respectfully submitted,



Neyda Arechiga
Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for August 2022

**EMPLOYEE TRANSITION REPORT
AUGUST 2022**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Assistant Engineer	Community Development	Associate Engineer	Community Development
Deputy City Clerk I	City Clerk's Office	Deputy City Clerk III	City Clerk's Office
Maintenance Worker	Community Services	Lead Maintenance Worker	Community Services
Office Assistant	City Clerk's Office	Deputy City Clerk I	City Clerk's Office
Senior Administrative Assistant	General Services	Supervising Administrative Assistant	Public Works

NEW HIRES

TITLE	DEPARTMENT
Account Clerk	Finance
Ambulance Operator	Fire
Ambulance Operator	Fire
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Area G Executive Director	City Manager's Office
Custodian	General Services
Electrician	General Services
Facilities Operations Attendant	General Services
Legal Counselor I	City Attorney's Office
Lifeguard	Community Services
Lifeguard	Community Services
Maintenance Worker	Community Services
Maintenance Worker	Community Services
Maintenance Worker	Community Services
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Management Aide	Public Works
Management Associate - OES	City Manager's Office
Planning Assistant	Community Development
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Sanitation Services Manager	Public Works
Staff Assistant	City Manager's Office
Theater Technician	General Services

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY ANALYST

RECOMMENDATION:

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

SALARY:

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


BACKGROUND/ANALYSIS:

The current eligible list for the classification of Information Technology Analyst will expire on June 13, 2023, and is nearly exhausted. The Department has requested a new recruitment to supplement the existing eligible list. The current vacancy in the department is due to a promotion.


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

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Performance Test (60%) and Oral Interview (40%). Staff conducted an analysis of previous exam components and it was determined that the knowledge and abilities required for this position can be assessed using the following weighting: Application Review (Qualifying) and Technical Oral Interview (100%).

Respectfully submitted,

By 
Inshirah Mabson
Principal Human Resources Analyst

CONCUR:


Hedieh Khajavi
Human Resources Manager


Brianne Cohen
Civil Service Manager

Attachment: A) Information Technology Analyst Class Specification



INFORMATION TECHNOLOGY ANALYST

Class Code:
1525

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2005

SALARY RANGE

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

DEFINITION:

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

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

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

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

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

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

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

EXAMPLES OF ESSENTIAL DUTIES:

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

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

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

Applications and Programming

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

Network Operations

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

IT User Support

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

IT Network Support

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

Examples of Other Duties

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

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

QUALIFICATION GUIDELINES:

Education and Experience

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

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

Applications and Programming:

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

Network Operations:

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

IT User Support:

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

IT Network Support:

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

Licenses and/or Certificates

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

Knowledge of

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

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

Application and Programming

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

Network Operations

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

IT User Support

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

IT Network Support

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

Ability to

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

SPECIAL REQUIREMENTS:

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

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: October 2005

Reviewed Date: September 2022

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY SPECIALIST

RECOMMENDATION:

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

SALARY:

\$30.00 - \$31.48 - \$33.06 - \$34.71 - \$36.45 - \$38.26 - \$40.17 per hour

BACKGROUND/ANALYSIS:

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

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


The previous examination in 2019 was weighted as follows: Application Review (qualifying), Performance Test (50%) and an Oral interview (50%). Staff conducted an analysis of previous exam components and it was determined that the knowledge and abilities required for this position can be assessed using the following weighting: Application Review (Qualifying) and Technical Oral Interview (100%).

Respectfully submitted,

By 

Inshirah Mabson
Principal Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Manager



Brianne Cohen
Civil Service Manager

Attachment: A) Information Technology Specialist Class Specification

6D



INFORMATION TECHNOLOGY SPECIALIST

Class Code:
1517

Bargaining Unit: Torrance Professional
& Supervisory Association

CITY OF TORRANCE
Revision Date: Oct 1, 2014

SALARY RANGE

\$30.00 - \$40.17 Hourly
\$5,200.00 - \$6,962.80 Monthly
\$62,400.00 - \$83,553.60 Annually

DEFINITION:

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

DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the IT Specialist is not primarily responsible for City-wide major applications, and does not act as a project manager. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate actions within established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

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

EXAMPLES OF ESSENTIAL DUTIES:

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

- Identifies, troubleshoots, resolves, and documents user helpdesk requests, including hardware and software issues.
- Installs, upgrades, and configures personal computers and peripherals, including cell phones, printers, hard drives, memory and other system boards, keyboards, and monitors.
- Assists in the planning and coordination of software and application upgrades.
- Performs system and network administration and functions such as user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing, and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in maintaining the City's Internet and intranet websites.
- Responds to helpdesk requests, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Interacts with users via telephone, email, chat and other standard office communication methods.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
- Supports Office 365 suite, including OneDrive, Teams, and Sharepoint.
- Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.
- Analyzes user training needs and develops computer-based training or selects the appropriate applications.
- Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals, and other materials for various computer programs in use by the City.
- Prepares course training schedules and reports based on user participation.
- Provides training in City procedures as they relate to computerized applications.

Examples of Other Duties

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

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

- Performs related duties as required.

QUALIFICATION GUIDELINES:

Education and Experience

Education

High school diploma or equivalent.

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

Two years of technical experience performing a full range of computer support and networking activities, including software and hardware installation, applications support, troubleshooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City.

Licenses and/or Certificates

Desired certifications include Microsoft, Cisco, CompTIA, Cybersecurity, and/or Information Security.

Knowledge of

- Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- Operation of local area networks (LAN) and wide area networks (WAN).
- Computer programming in languages currently in use by the City of Torrance
- Data processing terminology.
- Data communications equipment and networks.
- Safety precautions necessary when working in a data processing environment.
- Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.
- Proper English usage, spelling, grammar and punctuation.
- City policies and procedures affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations.

Ability to

- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.

- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.
- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.
- Clearly and concisely communicate orally and in writing to non-technical audience.
- Follow oral and written instructions accurately.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

SPECIAL REQUIREMENTS:

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

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

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

CAREER LADDER INFORMATION:

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

ESTABLISHED/REVISED DATE:

Revised Date: October 2014

Reviewed Date: September 2022