

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

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

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

**TORRANCE CIVIL SERVICE COMMISSION AGENDA
MONDAY, FEBRUARY 9, 2026
REGULAR MEETING
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER
AT 3031 TORRANCE BL.**

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

1. CALL MEETING TO ORDER

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

2. FLAG SALUTE:

3. REPORT OF STAFF ON THE POSTING OF THE AGENDA

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, February 4, 2026.

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 ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. ORAL COMMUNICATIONS (Limited up to a 30-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 2 minutes per speaker.

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 November 10, 2025, December 8, 2025, December 15, 2025, December 22, 2025, January 12, 2026.

6B. Accept and File Employee Transition Report for December 2025 and January 2026.

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the months of December 2025 and January 2026.

6C. Approve the Examination for Information Technology Analyst – Applications and Analytics.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Analyst – Applications and Analytics examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

6D. Approve the Examination for Information Technology Analyst – Infrastructure.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Analyst – Infrastructure examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

6E. Approve the Examination for Systems Analyst – Applications and Analytics.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Systems Analyst – Applications and Analytics examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

6F. Approve the Examination for Systems Analyst – Cybersecurity.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Systems Analyst – Cybersecurity examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

6G. Approve the Examination for Systems Analyst – Infrastructure.

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Systems Analyst – Infrastructure examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

7. ADMINISTRATIVE MATTERS

No Business to Consider.

8. HEARINGS

8A. Conduct Hearing on the Appeal of Discipline of a Torrance Police Officer (14).

Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 1272 (2006). 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. The deliberation of this matter by the Civil Service Commission will occur in closed session.

Recommendation of the Civil Service Manager that the Civil Service Commission conduct a hearing to consider the appeal of discipline of a Police Officer (14), in public session as requested by the employee and that the Civil Service Commission's deliberation of this matter shall occur in closed session.

9. CLOSED SESSION

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

1) Appeal of Discipline of a Torrance Police Officer (14).

10. COMMISSION ORAL COMMUNICATION

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission Meeting to Monday, February 23, 2026 at 6:00 p.m. in the Council Chamber.



November 10, 2025

**MINUTES OF A REGULAR MEETING OF THE
TORRANCE CIVIL SERVICE COMMISSION
PUBLIC VERSION**

1. CALL TO ORDER

The Torrance Civil Service Commission convened in a special meeting at 6:00 p.m. on Monday, November 10, 2025, in the LeRoy J. Jackson Council Chamber at 3031 Torrance Boulevard.

ROLL CALL/MOTION FOR EXCUSED ABSENCE

Present: Commissioners Adelsman, Hamada, Herring, *Kartsonis, Kohus, Sasaki and Chair Lohnes

Absent: None

Also Present: Deputy City Attorney Litvin, Counsel for the Commission, Civil Service Manager Cohen, Human Resources Technician Pietrantonio.

*Commissioner Kartsonis arrived at 6:03 p.m.

2. FLAG SALUTE

The Pledge of Allegiance was led by Commissioner Hamada.

3. REPORT ON THE POSTING OF THE AGENDA

Civil Service Manager Cohen stated that the agenda for the Civil Service Commission was posted on the Public Notice Board and on the City's website on Thursday, November 5, 2025.

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

Civil Service Manager Cohen stated that there were no items.

5. ORAL COMMUNICATIONS #1

None

6. CONSENT CALENDAR

6A. Approve Civil Service Commission Minutes for August 11, 2025, August 25, 2025, September 22, 2025, and October 6, 2025.

Approved

6B. Accept and File Employee Transition Report for August, September and October 2025

Approved

6C. Approve the Examination for Hazardous Materials Response Team

Approved

MOTION: Commissioner Kohus moved to approve Items 6A, 6B and 6C; motion was seconded by Commissioner Hamada. The motion passed by a roll call vote of 6 to 0 with *Commissioner Kartsonis absent.

Commissioner Kartsonis arrived at 6:03 p.m.

7. ADMINISTRATIVE MATTERS

7A. Deny Appeal of Removal from Eligible List for Transit Supervisor

Civil Service Manager Cohen noted that there was a correction in the information for the Appeal and noted that the text should read: *Consideration of public employment, not public employee performance.*

The Commission recessed from 6:05 p.m. to 6:07 p.m. to close the meeting.

MOTION: Commissioner Kohus moved to deny the appeal of removal from Eligible List for Transit Supervisor; motion was seconded by Commissioner Hamada. The motion passed by a roll call vote of 7-0.

The Commission returned to open session at 6:15 p.m.

Deputy City Attorney Litvin stated that by a vote of 7-0 the Commission had voted to deny the appeal of removal from the Eligible List for Transit Supervisor.

8. HEARING

No Business to Consider.

9. CLOSED SESSION

Civil Service Manager Cohen stated that Item 9A could be withdrawn from the agenda.

10. COMMISSION ORAL COMMUNICATIONS

None

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission meeting to Monday, November 24, 2025

MOTION: At 6:17 p.m., Commissioner Herring moved to adjourn the meeting to Monday, November 24, 2025 at 6:00 p.m. in the LeRoy J. Jackson Council Chamber and was seconded by Commissioner Adelsman. The motion passed by a roll call vote.

December 8, 2025

**MINUTES OF A REGULAR MEETING OF THE
TORRANCE CIVIL SERVICE COMMISSION**

1. CALL TO ORDER

The Torrance Civil Service Commission convened in a regular meeting at 6:00 p.m. on Monday, December 8, 2025, in the LeRoy J. Jackson Council Chamber at 3031 Torrance Boulevard.

ROLL CALL/MOTION FOR EXCUSED ABSENCE

Present: Commissioners Adelsman, Hamada, Herring, Kartsonis, Kohus, Sasaki and Chair Lohnes

Absent: None

Also Present: Deputy City Attorney Gonzaque, Counsel for the Commission, Civil Service Manager Cohen, Senior Human Resources Analyst Chaparro, Human Resources Technician Pietrantonio.

2. FLAG SALUTE

The Pledge of Allegiance was led by Commissioner Sasaki.

3. REPORT ON THE POSTING OF THE AGENDA

Senior Human Resources Analyst Chaparro stated that the agenda for the Civil Service Commission was posted on the Public Notice Board and on the City's website on Thursday, December 4, 2025.

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

Senior Human Resources Analyst Chaparro stated that there were supplemental items for Item 6D and 6E.

5. ORAL COMMUNICATIONS #1

None

6. CONSENT CALENDAR

6A. Approve Civil Service Commission Minutes for October 27, 2025.

Approved

6B. Accept and File Employee Transition Report for August, September and November 2025

Approved

6C. Approve the Examination for Paramedic (Premium Pay Assignment)

*Pulled for separate discussion

6D. Approve the Examination for Police Services Supervisor

Approved

6E. Approve the Examination for Senior Environmental Quality Officer

*Pulled for separate discussion

MOTION: Commissioner Herring moved to approve Items 6A, 6B and 6D; motion was seconded by Commissioner Sasaki. The motion passed by a roll call vote of 7 to 0.

***6C. Approve the Examination for Paramedic (Premium Pay Assignment)**

In response to a question from Commissioner Adelsman, EMS Captain Viera explained that the overall goal of the department was to have all of the department trained as paramedics, as 77% of the department's calls were EMS calls. He added that everyone in the department would have the opportunity to take the test, if they wished to become a paramedic.

MOTION: Commissioner Adelsman moved to approve Item 6C; motion was seconded by Commissioner Hamada. The motion passed by a roll call vote of 7 to 0.

***6E. Approve the Examination for Senior Environmental Quality Officer**

Human Resources Analyst Stewart noted that the exam ordering had been pulled, as it been re-evaluated after the agenda posting and revised. She noted that the recommendation was to approve conducting the Senior Environmental Quality Officer examination on a promotional basis if four (4) applications were filed and accepted or on an open basis if less than four applications were filed and accepted.

MOTION: Commissioner Kohus moved to approve Item 6E, as revised; motion was seconded by Commissioner Sasaki. The motion passed by a roll call vote of 7 to 0.

7. ADMINISTRATIVE MATTERS

No Business to Consider.

8. HEARING

No Business to Consider.

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATIONS

None

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission meeting to Monday, December 15, 2025

MOTION: At 6:07 p.m., Commissioner Sasaki moved to adjourn the meeting to Monday, December 15, 2025 at 6:00 p.m. in the LeRoy J. Jackson Council Chamber and was seconded by Commissioner Adelsman. The motion passed by a roll call vote of 7 to 0.

December 15, 2025

**MINUTES OF AN ADJOURNED MEETING OF THE
TORRANCE CIVIL SERVICE COMMISSION**

1. CALL TO ORDER

The Torrance Civil Service Commission convened in an adjourned meeting at 6:00 p.m. on Monday, December 15, 2025, in the LeRoy J. Jackson Council Chamber at 3031 Torrance Boulevard.

ROLL CALL/MOTION FOR EXCUSED ABSENCE

Present: Commissioners Adelsman, Hamada, Herring, Kartsonis, Kohus and Chair Lohnes

Absent: Commissioner Sasaki

Also Present: *Deputy City Attorney Gonzaque, Counsel for the Commission, Civil Service Manager Cohen, Senior Human Resources Analyst Chaparro, Human Resources Technician Pietrantonio.

Present for Items 8A and 8B: Attorney Bent, Attorney Grether and Attorney Yu

*Deputy City Attorney Gonzaque left the meeting at 6:03 p.m.

MOTION: Commissioner Adelsman moved to approve an excused absence for Commissioner Sasaki; motion was seconded by Commissioner Herring. The motion passed by a roll call vote. (Absent Commissioner Sasaki)

2. FLAG SALUTE

The Pledge of Allegiance was led by Commissioner Hamada.

3. REPORT ON THE POSTING OF THE AGENDA

Senior Human Resources Analyst Chaparro stated that the agenda for the Civil Service Commission was posted on the Public Notice Board and on the City's website on Wednesday, December 9, 2025.

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

Senior Human Resources Analyst Chaparro stated that there were no supplemental items.

5. ORAL COMMUNICATIONS #1

None

6. CONSENT CALENDAR

6A. Approve the Examination for Information Technology Manager - Geographic Information Systems (GIS)

Approved

MOTION: Commissioner Kohus moved to approve Item 6A, Examination for Information Technology Manager-Geographic Information Systems (GIS); motion was seconded by Commissioner Kartsonis. The motion passed by a roll call vote of 6 to 0. (Absent Commissioner Sasaki)

7. ADMINISTRATIVE MATTERS

No Business to Consider.

8. HEARING

8A. Conduct Hearing on the Appeal of Discipline of a Torrance Police Officer (14). *(Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 1272 (2006)). 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.*

At 6:03 p.m. the Commission convened the appeal in open session. The court reporter's notes of the hearing are hereby incorporated into these minutes.

MOTION: Commissioner Adelsman moved to continue the hearing to the following dates for the hearing: January 12, 2026, February 9, 2026, February 23, 2026, March 2, 2026, March 9, 2026, March 30, 2026 with April 13, 2026 to adopt the findings; motion was seconded by Commissioner Hamada. The motion passed by a roll call vote. (Absent Commissioner Sasaki)

At 6:10 p.m. the hearing was adjourned to Monday, January 12, 2026.

8B. Conduct Hearing on the Appeal of Discipline of a Torrance Police Officer (15).

(Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 1272 (2006)). 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.

At 6:11 p.m. the Commission convened the appeal in open session. The court reporter's notes of the hearing are hereby incorporated into these minutes.

MOTION: Commissioner Kohus moved to continue the hearing to a date to be determined; motion was seconded by Commissioner Kartsonis. The motion passed by a roll call vote. (Absent Commissioner Sasaki)

At 6:14 p.m. the hearing was adjourned to a date to be determined.

9. CLOSED SESSION

Civil Service Manager Cohen stated that Items 9A and 9B had been withdrawn.

10. COMMISSION ORAL COMMUNICATIONS

None

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission meeting to Monday, December 22, 2025

MOTION: At 6:17 p.m., Commissioner Adelman moved to adjourn the meeting to Monday, December 22, 2025 at 6:00 p.m. in the LeRoy J. Jackson Council Chamber and was seconded by Commissioner Kartsonis. The motion passed by a roll call vote of 6 to 0. (Absent Commissioner Sasaki)

DRAFT SUBJECT TO APPROVAL

December 22, 2025

**MINUTES OF A REGULAR MEETING OF THE
TORRANCE CIVIL SERVICE COMMISSION**

1. CALL TO ORDER

The Torrance Civil Service Commission convened in a regular meeting at 6:00 p.m. on Monday, December 22, 2025, in the LeRoy J. Jackson Council Chamber at 3031 Torrance Boulevard.

ROLL CALL/MOTION FOR EXCUSED ABSENCE

Present: Commissioners Adelsman, Hamada, Herring, Kartsonis, Kohus, and Sasaki

Absent: Chair Lohnes

Also Present: Deputy City Attorney Litvin, Counsel for the Commission,
Senior Human Resources Analyst Chaparro,

MOTION: Commissioner Herring moved to excuse an absence for Chair Lohnes; motion was seconded by Commissioner Hamada. The motion passed by a roll call vote of 6 to 0. (Absent Chair Lohnes)

2. FLAG SALUTE

The Pledge of Allegiance was led by Commissioner Herring.

3. REPORT ON THE POSTING OF THE AGENT

Senior Human Resources Analyst Chaparro stated that the agenda for the Civil Service Commission was posted on the Public Notice Board and on the City's website on Thursday, December 17, 2025.

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

Senior Human Resources Analyst Chaparro stated that there were no items.

5. ORAL COMMUNICATIONS #1

None

6. CONSENT CALENDAR

No Business to Consider

7. ADMINISTRATIVE MATTERS

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

Human Resources Analyst Stewart presented the report for items 7A, 7B, 7C and 7D. She explained that the Information Technology Department was undergoing a comprehensive reorganization aimed at enhancing operational efficiency to support the City's growing digital needs and noted that the new class specifications would help clarify roles and establish well-defined responsibilities.

There was no public comment on 7A.

MOTION: Commissioner Sasaki moved to approve Item 7A, Proposed Class Specification for Wireless and Radio Services Supervisor; motion was seconded by Commissioner Hamada. The motion passed by a roll call vote of 6 to 0. (Absent Chair Lohnes)

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

There was no public comment on 7B.

In response to a question from Vice Chair Kohus, Human Resources Analyst Stewart stated that all four of the positions were new positions.

MOTION: Commissioner Adelman moved to approve Item 7B, Proposed Class Specifications for Information Technology Analyst Classifications; motion was seconded by Commissioner Herring. The motion passed by a roll call vote of 6 to 0. (Absent Chair Lohnes)

7C. Approve Proposed Class Specifications for Systems Analyst Classifications

There was no public comment on 7C.

MOTION: Commissioner Adelman moved to approve Item 7C, Proposed Class Specifications for Systems Analyst Classifications; motion was seconded by Commissioner Sasaki. The motion passed by a roll call vote of 6 to 0. (Absent Chair Lohnes)

7D. Approve Revised Class Specifications for Information Technology Specialist

There was no public comment on 7D.

MOTION: Commissioner Herring moved to approve Item 7D, Revised Class Specifications for Information Technology Specialist; motion was seconded by Commissioner Kartsonis. The motion passed by a roll call vote of 6 to 0. (Absent Chair Lohnes)

Vice Chair Kohus ordered a recess from 6:09 p.m. to 6:15 p.m. for the Employee Relations Committee meeting.

8. HEARING

No Business to Consider.

9. CLOSED SESSION

No Business to Consider.

10. COMMISSION ORAL COMMUNICATIONS

None

11. **ADJOURNMENT**

11A. **Adjournment of Civil Service Commission meeting to Monday, January 12, 2026**

MOTION: At 6:17 p.m., Commissioner Adelsman moved to adjourn the meeting to Monday, January 12, 2026 at 6:00 p.m. in the LeRoy J. Jackson Council Chamber and was seconded by Commissioner Herring. The motion passed by a roll call vote of 6 to 0. (Absent Chair Lohnes)

DRAFT SUBJECT TO APPROVAL

January 12, 2026

**MINUTES OF A REGULAR MEETING OF THE
TORRANCE CIVIL SERVICE COMMISSION**

1. CALL TO ORDER

The Torrance Civil Service Commission convened in a regular meeting at 6:00 p.m. on Monday, January 12, 2026, in the LeRoy J. Jackson Council Chamber at 3031 Torrance Boulevard.

ROLL CALL/MOTION FOR EXCUSED ABSENCE

Present: Commissioners Adelsman, Hamada, Herring, Kartsonis, Kohus, Sasaki and Chair Lohnes

Absent: None

Also Present: *Deputy City Attorney Litvin, Counsel for the Commission, Civil Service Manager Cohen, Senior Human Resources Analyst Chaparro, Human Resources Technician Pietrantonio.

*Deputy City Attorney Litvin left the meeting at 6:41 p.m.

2. FLAG SALUTE

The Pledge of Allegiance was led by Commissioner Kohus.

3. REPORT ON THE POSTING OF THE AGENDA

Senior Human Resources Analyst Chaparro stated that the agenda for the Civil Service Commission was posted on the Public Notice Board and on the City's website on Wednesday, January 7, 2026.

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

Senior Human Resources Analyst Chaparro stated that there were no items.

5. ORAL COMMUNICATIONS #1

None

6. CONSENT CALENDAR

No Business to Consider

7. ADMINISTRATIVE MATTERS

7A. Consider Appeal of Removal from Eligible List for Mechanic

Chair Lohnes stated that appellant had requested that the appeal be conducted in closed session

There was no public comment on the appeal.

At 6:04 p.m. the Commission convened the appeal in closed session.

MOTION: Commissioner Adelsman moved to approve the appeal and reinstate the appellant to the Eligible List for Mechanic; motion was seconded by Commissioner Herring. The motion passed by a roll call vote of 6 to 1.

Yes: Commissioners Adelsman, Hamada, Herring, Kartsonis, Kohus and Sasaki

Noes: Chair Lohnes

Absent: None

At 6:39 p.m. the Commission reconvened the meeting in open session.

Deputy City Attorney Litvin stated that by a vote of 6 to 1, the Commission had voted to grant the appeal of the mechanic and return them to the eligible list.

8. HEARING

8A. Conduct Hearing on the Appeal of Discipline of a Torrance Police Officer (14). *(Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 1272 (2006)). 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.*

At 6:41 p.m. the Commission convened the appeal in open session. The court reporter's notes of the hearing are hereby incorporated into these minutes.

Deputy City Attorney Litvin stated that due to a conflict, she was leaving the meeting at 6:41 p.m.

Chair Lohnes stated that the hearing would be conducted in open session, as requested by the employee.

There was no public comment.

MOTION: Commissioner Kohus moved to continue the hearing to February 9, 2026, motion was seconded by Commissioner Kartsonis. The motion passed by a roll call vote.

At 6:44 p.m. the hearing was adjourned to Monday, February 9, 2026.

9. CLOSED SESSION

Civil Service Manager Cohen confirmed that Item 9A could be withdrawn, as it was not required for the agenda item.

10. COMMISSION ORAL COMMUNICATIONS

None

11. ADJOURNMENT

11A. Adjournment of Civil Service Commission meeting to Monday, January 26, 2026

MOTION: At 6:46 p.m., Commissioner Sasaki moved to adjourn the meeting to Monday, January 26, 2026 at 6:00 p.m. in the LeRoy J. Jackson Council Chamber and was seconded by Commissioner Kohus. The motion passed by a roll call vote of 7 to 0.

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

Honorable Members:

**SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR DECEMBER 2025 AND
JANUARY 2026**

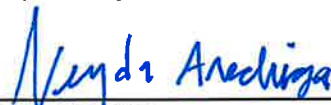
RECOMMENDATION:

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the months of December 2025 and January 2026.

BACKGROUND/ANALYSIS:

The Employee Transition Report for December 2025 and January 2026 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga
Senior Human Resources Technician

CONCUR:



Brianne Cohen
Civil Service Manager

Attachment: A) Employee Transition Report for December 2025 and January 2026

**EMPLOYEE TRANSITION REPORT
DECEMBER 2025 AND JANUARY 2026**

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

INTERNAL PROMOTIONS

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Administrative Assistant I/II	City Manager's Office	Staff Assistant	City Manager's Office
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit	Relief Bus Operator	Transit
Maintenance Worker	Public Works	Wastewater Technician	Public Works
Management Aide	Community Development	Management Assistant	Community Development
Management Aide	Community Services	Management Assistant	City Manager's Office
Management Aide	General Services	Management Assistant	City Manager's Office
Management Assistant	Human Resources	Administrative Assistant I/II	City Manager's Office
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Officer	Police	Police Sergeant	Police
Police Records Technician	Police	Police Services Officer	Police
Police Recruit	Police	Police Officer	Police
Police Sergeant	Police	Police Lieutenant	Police
Police Sergeant	Police	Police Lieutenant	Police
Police Sergeant	Police	Police Lieutenant	Police
Police Sergeant	Police	Police Lieutenant	Police
Police Sergeant	Police	Police Lieutenant	Police
Program Leader	Community Services	Program Specialist	Community Services
Relief Bus Operator	Transit	Bus Operator	Transit
Relief Bus Operator	Transit	Bus Operator	Transit
Staff Assistant	General Services	Administrative Analyst	Finance
Water System Operator I	Public Works	Water System Operator III	Public Works
Water System Operator I	Public Works	Water System Operator III	Public Works
Water System Operator II	Public Works	Water System Operator III	Public Works

NEW HIRES

TITLE	DEPARTMENT
Accountant	Finance
Administrative Analyst	Community Services
Administrative Analyst	Finance
Ambulance Operator	Fire
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
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Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Assistant Booking Manager	General Services
Assistant Pool Manager	Community Services
Claims Technician	Finance
Community Services Director	City Manager's Office
Custodian	General Services
Custodian	General Services
Custodian	General Services
Engineering Technician	Community Development
Facilities Operations Attendant	General Services
Fire Prevention Specialist	Fire
Fire Prevention Specialist	Fire
Instructor I	Community Services
Interactive Communications Officer (ICO)	City Manager's Office
Interactive Communications Officer (ICO)	City Manager's Office
Interactive Communications Officer (ICO)	City Manager's Office
Interactive Communications Officer (ICO)	City Manager's Office
Library Technician	Community Services
Lifeguard	Community Services
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Mechanic	General Services
Media Production Supervisor	City Manager's Office
Plans Examiner	Community Development

NEW HIRES CONT.

Plans Examiner	Community Development
Police Cadet	Police
Police Officer Lateral	Police
Police Officer Recruit	Police
Police Officer Recruit	Police
Police Officer Recruit	Police
Police Officer Recruit	Police
Police Office Recruit	Police
Police Records Technician	Police
Police Records Technician	Police
Police Services Officer	Police
Program Specialist	Community Services
Public Safety Communications Supervisor	Police
Staff Assistant	Police
Stage Manager	General Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
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Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Program Leader	Community Services
Relief Bus Operator	Transit
Relief Bus Operator	Transit
Relief Bus Operator	Transit
Relief Bus Operator	Transit
Sanitation Equipment Operator	Public Works
Theater Technician	General Services
Theater Technician	General Services
Theater Technician	General Services
Wireless Technician	Information Technology

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY ANALYST – APPLICATIONS AND ANALYTICS

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Analyst – Applications and Analytics examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Information Technology Analyst – Applications and Analytics. There is one (1) current vacancy.

The new class specification was approved at the City Council meeting on January 13, 2026, and appropriately reflects the position for the examination process. The examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

Similar to previous IT Analyst examinations, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

Leallani Stewart
Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager



City of Torrance

INFORMATION TECHNOLOGY ANALYST - APPLICATIONS AND ANALYTICS

CLASS CODE	1526	SALARY	\$48.87 - \$62.40 Hourly \$8,470.80 - \$10,816.00 Monthly \$101,649.60 - \$129,792.00 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	January 13, 2026
REVISION DATE	January 14, 2026		

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 / SUPERVISION EXERCISED/RECEIVED

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.

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

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.

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.

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.

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

Honorable Members:

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

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Analyst – Infrastructure examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Information Technology Analyst – Infrastructure. There is one (1) current vacancy.


The new class specification was approved at the City Council meeting on January 13, 2026, and appropriately reflects the position for the examination process. The examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

Similar to previous IT Analyst examinations, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 


Leallani Stewart
Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Information Technology Analyst – Infrastructure Class Specification

6D



City of Torrance
**INFORMATION TECHNOLOGY ANALYST -
INFRASTRUCTURE**

CLASS CODE	1527	SALARY	\$48.87 - \$62.40 Hourly \$8,470.80 - \$10,816.00 Monthly \$101,649.60 - \$129,792.00 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	January 13, 2026
REVISION DATE	January 14, 2026		

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 / SUPERVISION EXERCISED/RECEIVED

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.

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

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.

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.

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.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SYSTEMS ANALYST – APPLICATIONS AND ANALYTICS

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Systems Analyst – Applications and Analytics examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Systems Analyst – Applications and Analytics. There is one (1) current vacancy.

The new class specification was approved at the City Council meeting on January 13, 2026, and appropriately reflects the position for the examination process. The examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

Similar to previous Systems Analyst examinations, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

Leallani Stewart
Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Systems Analyst – Applications and Analytics Class Specification



City of Torrance
SYSTEMS ANALYST - APPLICATIONS AND ANALYTICS

CLASS CODE	3459	SALARY	\$60.49 - \$70.04 Hourly \$10,484.93 - \$12,140.27 Monthly \$125,819.20 - \$145,683.20 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	January 13, 2026
REVISION DATE	January 14, 2026		

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 / SUPERVISION EXERCISED/RECEIVED

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.

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

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.

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.

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.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SYSTEMS ANALYST – CYBERSECURITY

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Systems Analyst – Cybersecurity examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Systems Analyst – Cybersecurity. There is one (1) current vacancy.

The new class specification was approved at the City Council meeting on January 13, 2026, and appropriately reflects the position for the examination process. The examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

Similar to previous Systems Analyst examinations, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

Leallani Stewart
Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Systems Analyst – Cybersecurity Class Specification



City of Torrance
SYSTEMS ANALYST - CYBERSECURITY

CLASS CODE	3461	SALARY	\$60.49 - \$70.04 Hourly \$10,484.93 - \$12,140.27 Monthly \$125,819.20 - \$145,683.20 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	January 13, 2026
REVISION DATE	January 14, 2026		

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 / SUPERVISION EXERCISED/RECEIVED

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.

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

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.

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.

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.

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

Honorable Members:

SUBJECT: APPROVE THE EXAMINATION FOR SYSTEMS ANALYST – INFRASTRUCTURE

RECOMMENDATION:

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Systems Analyst – Infrastructure examination on a promotional basis if four (4) applications are filed and accepted consisting of an Application Review (Qualifying) and an Oral Interview (100%), or on an open basis if less than four (4) applications are filed and accepted. Staff is requesting approval for a three-month eligible list.

BACKGROUND/ANALYSIS:

There is no current eligible list for the classification of Systems Analyst – Infrastructure. There is one (1) current vacancy.

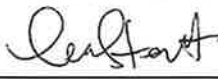
The new class specification was approved at the City Council meeting on January 13, 2026, and appropriately reflects the position for the examination process. The examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of the attached class specification.

Similar to previous Systems Analyst examinations, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

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

Respectfully submitted,

HEDIEH KHAJAVI
HUMAN RESOURCES DIRECTOR

By 

Leallani Stewart
Human Resources Analyst

CONCUR:



Hedieh Khajavi
Human Resources Director

NOTED:



Brianne Cohen
Civil Service Manager

Attachment: A) Systems Analyst – Infrastructure Class Specification

6G



City of Torrance
SYSTEMS ANALYST - INFRASTRUCTURE

CLASS CODE	3462	SALARY	\$60.49 - \$70.04 Hourly \$10,484.93 - \$12,140.27 Monthly \$125,819.20 - \$145,683.20 Annually
BARGAINING UNIT	Torrance Professional & Supervisory Association	ESTABLISHED DATE	January 13, 2026
REVISION DATE	January 14, 2026		

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 / SUPERVISION EXERCISED/RECEIVED

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.

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

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.

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.

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.

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

Honorable Members:

SUBJECT: CONDUCT HEARING ON THE APPEAL OF DISCIPLINE OF A TORRANCE POLICE OFFICER (14). Confidential under Penal Code 832.7 and Copley Press v. Superior Court 39 Cal. 4th 1272 (2006). 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. The deliberation of this matter by the Civil Service Commission will occur in closed session.

RECOMMENDATION

Recommendation of the Civil Service Manager that the Civil Service Commission conduct a hearing to consider the appeal of discipline of a Police Officer (14), in public session as requested by the employee and that the Civil Service Commission's deliberation of this matter shall occur in closed session.

BACKGROUND/ANALYSIS:

On April 09, 2025, Civil Service staff received an appeal of discipline for Police Officer (14). Under the provisions of Torrance Municipal Code Section 14.47.9, upon written request filed by an employee who has been disciplined under this Article, the Civil Service Commission shall set a date for and hold a hearing.

Counsel for the employee confirmed the request for an open hearing at the pre-hearing conference on July 31, 2025.

The Civil Service Commission commenced the hearing on April 14, 2025, and continued the hearing to August 25, 2025, then November 3, 2025, though the matter was heard earlier on October 27, 2025, then continued to December 15, 2025. The hearing is scheduled to continue on January 12, February 9, February 23, March 2, March 9, and March 30, 2026, as needed.

Respectfully submitted,



Brianne Cohen
Civil Service Manager

Attachment A: Hearing Exhibits (Available via Electronic Link)

Hearing exhibits for the appeal of discipline of a Torrance Police Officer (14) are accessible via the following link: <https://bit.ly/PO14Exhibits>

ATTACHMENT A

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

Honorable Members:

SUBJECT: CIVIL SERVICE COMMISSION CLOSED SESSION

The Civil Service Commission will meet in Closed Session for the following purpose:

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

- 1) Appeal of Discipline of a Police Officer (14).

Respectfully submitted,



Brianne Cohen
Civil Service Manager