



**Date:** June 5, 2019  
**To:** Civil Service Commission  
**From:** Sheree Valdoria, Personnel Analyst  
**Subject:** **RECOMMENDATION TO APPROVE REVISED CLASSIFICATION  
SPECIFICATION FOR OFFICE SYSTEMS ANALYST**

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Correspondence has been received from the Harbor Department requesting Civil Service Commission approval of the revised classification specification for Office Systems Analyst. Staff has reviewed this request and recommends approval in accordance with Article XI, Section 1101(d) of the City Charter.

**Facts for Consideration**

- The classification specification was adopted in April 2005. This classification only exists in the Harbor Department and is necessary to maintain critical information technology and security systems.
- Civil Service staff has worked with the Harbor Department and the Human Resources Department to create and define the grade levels III and IV for this classification. The departments met with representatives of the International Association of Machinists (IAM) regarding the revised classification specification, which include the grade levels, the minimum qualifications and desirable qualifications.
- Revisions to the minimum qualifications include the following:
  - Bachelor's degree from an accredited college or university.
  - Experience offering specific and substantial preparation for the duties of the position may be substituted for education on a year-for-year basis.
  - Two years of paid (full-time equivalent) experience managing large information technology projects; systems engineering; or managing and maintaining a large, complex critical business/technical system, such as Enterprise Resource Planning (ERP), records management, e-mail, cybersecurity projects, systems, infrastructure, or designing cybersecurity architecture, or computer aided design systems, access control systems, video management systems, or enterprise level networks.
  - Willingness to work an irregular schedule, including nights, weekends, and holidays.
  - A valid driver's license and a current DMV record must be submitted to the hiring department at time of selection.
  - Revisions to the desirable qualifications include additional ability statements, certifications and education.

- The Harbor Department, Department of Human Resources and representatives of the International Association of Machinists have been notified of the revisions to the classification specification and notified that this request is on today's agenda.

**Recommendation**

- Staff recommends approval of the revised classification specification for Office Systems Analyst.



## Memorandum

**Date:** May 29, 2019  
**To:** Civil Service Commission  
**From:** Stacey V. Lewis, Director of Human Resources – Harbor Department  
**Subject:** **UPDATED CLASSIFICATION SPECIFICATION – OFFICE SYSTEMS ANALYST**

The Commission's approval is requested to adopt an updated classification for Office Systems Analyst. This position only exists in the Harbor Department and is necessary to maintain critical information technology and security systems.

Attached is the proposed update to the classification specification. The position was approved in the FY18 Harbor Salary Resolution HD 18-163 and is in the current Harbor Resolution and Salary Schedule. The update will codify the existing grade level III and create a new grade level IV, to incorporate supervisory functions and recruit top-talent for extremely competitive fields, such as cybersecurity. The minimum requirements have also been updated to better reflect the current trends in the profession.

The Human Resources and Civil Service Departments, as well as the International Association of Machinists successfully met and conferred on the proposed update to the classification specification.

Please contact Sandy Witz, Assistant Director, Harbor, if you have any comments or questions.

cc: Alex Basquez, Director of Human Resources – City of Long Beach  
David Honey, Acting Executive Director of the Civil Service Commission  
Casey J. Hehr, Director of Security  
Sandy Witz, Assistant Director of Human Resources

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**TITLE:** OFFICE SYSTEMS ANALYST I - IV

**DEFINITION:** Performs specialized technical work pertaining to information technology, project management, systems design and implementation, and end user support activities

**DISTINGUISHING CHARACTERISTICS:**

Grade Level I - Under limited supervision, performs highly specialized technical work pertaining to the preparation of and responsibility for very complex applications programs, and performs major systems analysis and design activities.

Grade Level II - Under limited supervision, performs highly specialized technical work pertaining to preparation of and responsibility for the most complex applications programs or technical systems, performs systems analysis and design activities.

Grade Level III - Under limited supervision, plans, develops, implements, and leads projects pertaining to very complex technical systems and applications, leads efforts of project teams, participates in business process modeling and research, provides technical analysis and counsel to decision makers. May act in lead or supervisory capacity.

Grade Level IV - Under minimal direction, with considerable latitude for use of independent initiative and judgment, coordinates with key partners to plan, develop, implement, maintain, enhance and evaluate the performance of information technology systems and applications. Leads the risk analysis, technical guidance and/or feasibility assessments of technology projects. Provides management and implementation of new systems and leads the efforts of project or technology teams. Establishes key performance indicators and leads continuous service improvement efforts of key systems and applications. Possesses superior knowledge and/or certification in applicable fields, such as Cybersecurity, Information Technology Project Management, Business Analysis, Data Analysis, Process Definition, Geographic Information Systems, Network Management Application Development, Video Management Systems, Access Control Systems, Sensor Technologies, Data Analytics or

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Systems Engineering. May act in a supervisory capacity.

**EXAMPLES OF DUTIES:**

- Analyzes application software and systems, defines problems and develops solutions or coordinates resolutions through the use of vendors;
- Evaluates end user requests and analyzes current business processes to determine appropriate steps to be taken to improve business processes;
- Installs, customizes, and maintains complex software applications, systems, and related hardware;
- Defines backup, recovery and security procedures for critical business systems;
- Develops, maintains, and/or updates systems standards and documentation;
- May prepare or evaluate training materials and manuals;
- May act in a lead or supervisory capacity;
- Performs other related duties as assigned.

**MINIMUM REQUIREMENTS:**

- Bachelor's degree from an accredited college or university
- Experience offering specific and substantial preparation for the duties of the position may be substituted for education on a year-for-year basis.
- Two years of paid (full-time equivalent) experience managing large information technology projects; Systems Engineering; or managing and maintaining a large, complex critical business/technical system, such as Enterprise Resource Planning (ERP), records management, e-mail, cybersecurity projects, systems, infrastructure, or designing cybersecurity architecture, or computer aided design systems, access control systems, video management systems, or enterprise level networks.
- Thorough knowledge of the principals, techniques, and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software.
- Effective oral and written communications and interpersonal skills.
- Willingness to work an irregular schedule, including nights, weekends, and holidays.
- A valid driver's license and a current DMV record must be submitted to the hiring department at time of selection.

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**DESIRABLE QUALIFICATIONS:**

- Prior supervisory experience.
- Prior work in positions involving critical infrastructure, asset protection, security or similar duties.
- Familiarity with video management, access control, or other similar systems.
- Ability to work under pressure and tight deadlines.
- Ability to manage numerous diverse projects and priorities simultaneously.
- Ability to obtain and maintain a Secret security clearance from the Department of Homeland Security.
- Bachelor's degree in Computer Science, Computer or Management Information Systems or a closely related field.
- Certifications including but not limited to: Cisco Certified Internetwork Expert Security (CCIE); Cisco Certified Network Professional (CCNP); Cisco Certified Network Associate (CCNA); Certified Information Systems Security Professional (CISSP); Certified Information Security Manager (CISM); Global Information Assurance Certification Security Essentials (GSEC); CompTIA Advanced Security Practitioner (GASP+); Project Management Professional (PMP); Program Management Professional (PgMP); Portfolio Management Professional (PfMP); Microsoft Certified Solutions Expert (MCSE); Microsoft Certified Solutions Associate (MCSA); Information Technology Infrastructure Library (ITIL) Foundation; Certified Protection Professional (CPP); Certified ScrumMaster (CSM).

**HISTORY:**

Approval/Adoption Date: April 2005