



CITY OF HAWTHORNE
Human Resources
4455 W. 126th Street
Hawthorne, CA 90250
(310) 349-2950
www.cityofhawthorne.org
An Equal Opportunity Employer

EMPLOYMENT OPPORTUNITY

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

(FULL-TIME/CLASSIFIED)
AN OPEN COMPETITIVE RECRUITMENT

DEPARTMENT: INFORMATION TECHNOLOGY SERVICES (ITS)
SALARY: \$5,912 - \$8,719 Monthly (HMEA Salary Range 30)
New hires typically start at step 1P
FILING DATE: Open: Monday, December 22, 2025
Closes: Continuous

EMPLOYMENT APPLICATION:

https://hawthorneca.formstack.com/forms/city_of_hawthorne_application_for_employment

This recruitment may be extended if a sufficient number of qualified applicants for selection testing is not received. Interested applicants are encouraged to apply as soon as possible.

Our City

Proudly Serving the Community for over 100 Years!

Incorporated in 1922, the City of Hawthorne currently has a population of nearly 87,000 within a six square mile area. Ideally located near the Los Angeles International Airport, connected by rail to the Port of Los Angeles and downtown Los Angeles, and surrounded by the San Diego (I-405), Harbor (I-110), and Glenn M. Anderson (I-105) Freeways, the City of Hawthorne could easily be termed the "Hub of the South Bay." By virtue of its location, Hawthorne affords easy, quick access to all that Southern California offers; culture, sports, entertainment, mountains, and beaches. Temperatures in the area are always among the most pleasant in the Los Angeles basin. The City of Hawthorne possesses a shared vision towards the future to create a great city and build an economy, which supports the community's desire for a high quality of life.

THE POSITION

The Information Technology Support Technician, under general supervision, provides technical support, installation, configuration, and ongoing maintenance of information technology systems. Provides support to all city departments, public safety departments, and client agencies. Performs both technical and administrative tasks including supporting end users, endpoint devices, servers, applications, networking, telecommunications and any related hardware/software systems. This position also performs any related work as required.

SUPERVISION RECEIVED

The Information Technology Support Technician works under the direct supervision of the Information Systems Analyst, Information Systems Enterprise Application Specialist and/or designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Information Technology Support Technician. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

- Assists in the day-to-day operation, maintenance and support of information technology systems and infrastructure.
- Provides break/fix and help desk support to end users, including troubleshooting and resolving issues related to desktop/laptop machines, mobile devices, IP phones, audio-visual systems, networking, and enterprise applications. Installs, configures, troubleshoots, and maintains endpoint devices, operating systems, applications, network connectivity, and peripheral equipment.
- Assists with the coordination of the repair, replacement and maintenance of city, public safety, and client agency information systems and technology equipment.
- Performs system support functions such as user account provisioning and deprovisioning, workstation and network moves/adds/changes, basic backup and restore tasks, preventive maintenance, printer and print queue management, and network addressing support.
- Performs the installation, imaging, deployment, and upgrading of computer hardware and related equipment.
- Responds to services requests and incidents, diagnosing and resolving hardware, software, printer, and application-related issues in a timely manner.
- Maintain service tickets, documents troubleshooting steps and take corrective action as required.
- Maintain inventory of computers, peripherals, components, software, and licenses.
- Develops and maintains user facing and technical documentation, prepare reports, assists with related administrative records as needed.
- Perform other office related duties as assigned; and may be required to work shifts, weekends, nights, and/or holidays and in secure or restricted access facilities.
- Carries a city issued cell phone after hours and is required to respond to emergency calls from the city or other city agencies

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Graduation from high school or G.E.D.; and
- Any combination of education and experience that could provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would include possession of related technical certifications, in addition to the following:
 1. Associates Degree from an accredited college in Information Systems or closely related field and;
 2. Two (2) years of technical experience in performing a full span of personal computer support activities, including:
 - Computer setup/OS installation
 - Software configuration Network configuration

Licenses, Certificates and/or Special Requirements:

- A valid California class "C" driver's license, safe driving record, and proof of insurance are required at the time of appointment.
- Cisco CCNA, CompTIA A+, and/or Microsoft certifications are highly desirable
- Other related technical/cyber security certifications are also desirable.

RECRUITMENT PROCESS

A complete City application and supplemental questionnaire (if applicable) are required to be considered for any open position and **must be filled out completely**, showing clearly that the minimum qualifications are met. Applications may be accompanied by a resume describing experience, education & training in relation to the requirements of the position, **however resumes will not be accepted in lieu of a City employment application**. Incomplete applications will be rejected from consideration.

The City's employment application is located at www.cityofhawthorne.org. Please complete all the required information as provided on the form. Do not alter the application.

City Hall business hours are Monday through Thursday from 7:30 a.m. to 5:30 p.m. and closed every other Friday. On the alternate Friday, City Hall hours are from 7:30 a.m. to 4:30 p.m. Please contact the Human Resources Department at (310) 349-2950 with any questions regarding this recruitment.

Note: Communications from the Hawthorne Human Resources Office regarding this recruitment will be via email. Please periodically check spam or junk mail folders.

All employment application materials received by the final filing deadline will be reviewed to determine the level and scope of applicant qualifications for the position. All information provided by an applicant is subject to verification.

TESTING & SELECTION PROCESS

All properly completed applications will be reviewed and only the most highly qualified candidates will be invited to continue in the selection process. The selection process may include a supplemental questionnaire, a written test, a performance test, and/or an oral interview to evaluate the applicant's skill, training, and experience. An applicant requiring reasonable accommodation during the testing and selection process must inform the City of Hawthorne Human Resources Department at (310) 349-2950 at least seventy-two (72) hours in advance of the established testing date.

Applicants completing selection testing with acceptable results will qualify to have their name placed on an Eligibility List. The Eligibility List will be considered by the hiring authority to fill current and future vacancies for the position.

VETERANS' PREFERENCE CREDIT

The City of Hawthorne provides Veterans' Preference Credit to qualified candidates who are successful in the examination process. To be eligible for this preference, a legible copy of DD214 upon application filing with the Hawthorne Human Resources Department is required.

COMPENSATION AND BENEFITS

City employee may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, educational reimbursement and other benefits listed in the Hawthorne Municipal Employee Association (HMEA) Memorandum of Understanding. Benefits may change due to employer-employee negotiations. Eligible City employees will participate in a defined benefit retirement plan administered by California Public Employees' Retirement System (CalPers).

For additional details, refer to the City's website: www.cityofhawthorne.org under MOUs & Salary Schedules.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The City of Hawthorne is an Affirmative Action/Equal Employment Opportunity Employer. We are committed to providing all individuals equal opportunity in employment regardless of age, sex, race, national origin, religion, color, ancestry, marital status, sexual orientation, medical condition, physical or mental disability, or service as a military veteran. Women, minorities and disabled individuals are encouraged to apply.

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