



## CITY OF BRIDGEPORT, CONNECTICUT

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The City of Bridgeport, CT is now accepting resumes for the position of

### **SUPPORT SPECIALIST II**

**Salary:** \$47,194.00 – This position includes a comprehensive benefits package including a Retirement Pension administered by MERS (Municipal Employees Retirement System).

**To Apply:** Please mail, deliver or email a resume, a cover letter, three professional references and copies of required certifications, to the Civil Service Commission office, Room 106, 45 Lyon Terrace, Bridgeport, CT 06604. You can email required documents to [COB.Jobs@bridgeportct.gov](mailto:COB.Jobs@bridgeportct.gov).

**Resumes must be submitted or postmarked no later than Friday, August 29, 2014.**

### **GENERAL STATEMENT OF DUTIES**

Provide technical assistance to computer system users. Answer questions or resolve computer problems for end users in person, via telephone, or from a remote location. Provide assistance concerning the use of computer hardware and software including printing, electronic mail, and operating systems. Test and troubleshoot existing systems and make recommendations to management regarding configuration changes.

### **SUPERVISION RECEIVED:**

Director of Information Technology Services

### **ILLUSTRATED DUTIES**

1. Install, troubleshoot, and repair hardware and software according to the standards set by the City of Bridgeport Information Technology Department.
2. Ensure the daily optimal performance of computer systems.
3. Maintain and repair or replace peripherals.
4. Set up equipment and domain accounts for employee use, ensuring installation of appropriate software.
5. Maintain record of daily activities, issues addressed, and remedial action taken.
6. Confer with management, peers, and employees to establish requirements for new systems or modifications.
7. Fix or refer major hardware, software problems and defective products to vendor's technicians for service.
8. Inspect equipment and read order sheets to prepare for delivery to users.

9. Address inquiries and issues regarding computer software and hardware operation.
10. Read trade magazines and technical manuals to maintain knowledge of hardware and software used by the City of Bridgeport. Attend conferences and seminars if requested by management.
11. Provide technical guidance and advice to management system or process-related topics.
12. Instruct employees in the proper use of software and hardware.
13. Other duties: May work or be assigned on special projects defined by the Director of ITS.

**KNOWLEDGE, SKILL AND ABILITIES:**

1. An A+ certification required; Network certification a plus.
2. Associates Degree in computer science or related field preferred.
3. Requires a minimum of 7 years in technology support environment.
4. Knowledge of circuit boards, processors, chips, electronic equipment and computer hardware, software including applications and programming, Microsoft's Office software product line and or other financial applications; must have ability to control operations of equipment or systems; ability to monitor and review information to detect or assess problems.
5. Knowledge of network and telecommunications systems; experience in inspecting equipment to detect and assess extent of problems or defects.
6. Ability to provide professional customer service including customer needs assessments, meeting quality standards for services and evaluation of customer satisfaction.
7. Knowledge of administrative and clerical procedures and systems such as word processing managing files and records, designing forms and other office procedures and terminology.
8. Requires good communication skills both written and oral and the ability to establish working relationships with supervisors and peers.

This job description is not intended to be a complete statement of all duties, functions, responsibilities and qualifications that comprise this position.

For further information and contact:  
CIVIL SERVICE COMMISSION  
45 LYON TERRACE  
BRIDGEPORT, CT 06604  
TELEPHONE: 203-576-7103

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