



# CITY OF BRIDGEPORT, CONNECTICUT

The City of Bridgeport is now accepting submissions for the position of

## **Project Manager (Senior Systems Administrator)**

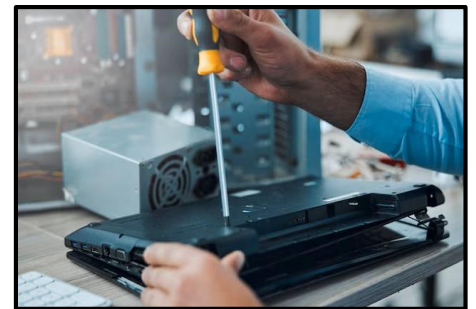
*Police Department – Information Technology Services (ITS)*

The Bridgeport Police Department is committed to partnering with the community to provide quality police services and to create a safe environment through fair and impartial enforcement of the law. We promote dignity and respect while recognizing the needs of our diverse community in our responsibility to maintain order and protect individual rights.

For more information visit: <https://www.bridgeportct.gov/government/departments/police-department>

The City's Information Technology Services department provides both a strategic IT vision and enterprise solutions for all departments, so they may be able to meet their goals, deliver results, and enhance the quality of life for all in Bridgeport.

For more information visit: <https://www.bridgeportct.gov/government/departments/information-technology-services>



**Salary and Benefits:** \$101,261.00 – 102,907.00 annually. Salary for this position is established per Bridgeport Municipal Ordinance 2.36; “Department Class, group 5.”

This summary provides a brief overview of the benefits available to regular full-time municipal employees. Depending on the employee group, some of these benefits include health insurance (medical, dental, vision, prescription), life insurance, short- and long-term disability, paid leave (sick, vacation, and personal), paid holidays (13), and more.

The City of Bridgeport also offers several voluntary benefit programs via automatic payroll deduction: 457(b) Deferred Compensation Plan with Roth options, legal services, and complimentary discounted perks for city municipal employees. Tuition reimbursement is available to most City employees based upon the terms of the contract which covers the employee. Additionally, tuition discounts may be available at various universities and colleges that have partnered with the City of Bridgeport.

The city participates in the Connecticut Municipal Employees Retirement System (CMERS) ([www.osc.ct.gov/rbsd/cmers/muniretire.htm](http://www.osc.ct.gov/rbsd/cmers/muniretire.htm)), which requires both employer and employee contributions. Please be aware that your earnings from this position are not covered under Social Security; instead, you will make contributions towards your government pension plan. For further information, you may visit the Social Security website at [ssa.gov](http://ssa.gov).

**Application Process:** Mail, deliver or email a resume, a cover letter, and three (3) professional references to the Civil Service Commission Office, Room 106, 45 Lyon Terrace, Bridgeport, Connecticut 06604 or by email to [COB.Jobs@bridgeportct.gov](mailto:COB.Jobs@bridgeportct.gov). Please include “Project Manager (Sr. Systems Administrator)” in the subject line.

**Accepting complete submissions until Friday, September 6, 2024.**

*(Any/all changes to this opening shall be at the discretion of the City of Bridgeport).*

This position will require a pre-employment medical examination and controlled substance screening.

This position will be subject to additional security clearances and training as mandated by CJIS (FBI Criminal Justice Information Service Standards) and the City of Bridgeport Police Department due to access to the police department facility or police department’s electronic data.

### ***Municipal Profile***

The City of Bridgeport is in Fairfield County at the mouth of the Pequonnock River on Long Island Sound. It is bordered by the towns of Trumbull to the north, Fairfield to the west, and Stratford to the east. The most populous city in Connecticut, it has an approximate population of 147,000, consisting of 50,367 households, with a population density of 9,226 residents per square mile. Nicknamed the “Park City” for its over 40 public parks, including the Olmsted-designed Seaside Park and Beardsley Park, Bridgeport is a vibrant community, and was recently cited as the 11<sup>th</sup> most diverse city in the country (with some 85 languages spoken here). *NBC Today* also labeled Bridgeport one of the [top 5 booming cities in the nation](#). The City is also home to numerous attractions, such as the [Barnum Museum](#), [Connecticut's Beardsley Zoo](#), the [Hartford Healthcare Amphitheater](#), the [Total Mortgage Arena](#), and the [Soundside Music Festival](#), all of which bring thousands of visitors to the city each year for a myriad of events. A center of learning, Bridgeport is home to Sacred Heart University’s Center for Healthcare Education, the University of Bridgeport, and Fairfield University’s Bellarmine Campus, as well as the campus of the Paier College of Art and the Housatonic Community College. The city also hosts two major medical centers which serve the region and are the city’s largest employers: Bridgeport Hospital, which is part of the Yale New Haven Health Care System, and Saint Vincent’s Medical Center, which is part of Hartford Healthcare. The [Connecticut's Beardsley Zoo](#) is one of the most visited tourist attractions and only zoo in the State. The [Sacred Heart University's Discovery Museum and Planetarium](#), located in the North End of the City, offers interactive science and space displays. Additionally, Bridgeport is home to a [Vinny Brand's Stress Factory Comedy Club](#), [Downtown Cabaret Theatre](#), and many [fine dining](#) options.

### ***Governing Structure***

The City has a Mayor-City Council form of government. Bridgeport has an elected mayor who serves as the chief executive officer of the municipal government and serves a four-year term. The current mayor is Joseph P. Ganim, who is currently serving his eighth term as mayor. The City Council is the twenty-member legislative body whose two major responsibilities are enacting ordinances necessary to ensure the welfare and good order of the City and adopting the City’s [annual budget](#). Councilmembers are elected by the residents of the ten council districts to represent the concerns, needs, and issues of their constituents, and work to improve the City’s neighborhoods. All Councilmembers serve a two-year term in office.

### **GENERAL STATEMENT OF DUTIES:**

The Project Manager (Senior Systems Administrator) for Public Safety collaborates with the Chief of Police and the ITS Director to oversee the systems administration of public safety enterprise applications. This role involves close coordination with the Police Department and ITS Department to deliver ongoing support, training, and management for various enterprise applications. Specific responsibilities encompass the administration of Nexgen record management systems (RMS), digital forensic tools, crime analysis software, video surveillance systems, bodycam and dashcam technology, and mobile data terminals (MDT).

### **SUPERVISION RECEIVED:**

Supervision provided by the Director of Information Technology Services (ITS) and/or department authority or designee.

**SUPERVISION EXERCISED:**

Subordinate information technology staff assigned to the Police Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The essential functions or duties described below are the primary functions and duties of the position. There may be other types of work that may be performed, and the omission of a particular duty or function does not exclude that duty or function from the position provided the duty or function is similar in work, related to the work or logically assigned to the position.

- Manage and uphold the integrity of the Police Records Management System (RMS) by serving as the intermediary between the Police Department and the Information Technology Services (ITS) Department, such as Nexgen.
- Conduct training sessions for new officers on RMS utilization and provide continuous training for current officers on new feature implementations.
- Generate reports within the RMS to ensure data accuracy and present these reports to Police Department leadership.
- Maintain proficiency with the FBI Uniform Crime Reporting (UCR) System, National Incident-Based Reporting System (NIBRS), and ensure accurate data reporting as mandated.
- Collaborate with the PD Payroll and Overtime units to administer the workforce management software and cooperate with relevant city departments to support and enhance the system, such as Kronos.
- Offer guidance and support to officers as necessary for newly introduced programs in partnership with the Police Chief's Office and ITS Department.
- Assist in managing the inventory of body-worn and dashboard camera equipment assignments.
- Provide technical troubleshooting support to end-users for basic issues related to body cameras and dashboard cameras.
- Aid in end-user support and routine maintenance of Mobile Data Terminals (MDTs) to ensure optimal operational uptime.
- Support the Fusion Center and ITS Department in administering and maintaining video surveillance system devices and associated technology, including overseeing firmware upgrades, configuration adjustments, and related administrative tasks, such as Milestone.
- Support the Fusion Center and ITS Department in administering and maintaining the door access control systems, such as DNAFusion
- Collaborate with the Chief's Office and Communications to ensure timely updates of PD web pages.
- Coordinate with the ITS enterprise team on the upgrade of PD enterprise software, such as Nexgen, Kronos, Getac, LexisNexis, etc.
- Coordinate with the ITS support team on end-user endpoint support.
- Configure, test, and manage the lifecycle of Police Department-specific software.
- Deploy new technologies in coordination with the Police Department and ITS Department, encompassing server or cloud-based systems, network connectivity, applications, or managed services.
- Collaborate with development and end-user personnel to determine application requirements, conduct research, and recommend server hardware and software.
- Evaluate hardware and software to assess efficiency, reliability, and compatibility with existing systems, and provide purchase recommendations in conjunction with the Chief of Police and the ITS Department.
- Customize existing software to fulfill specific needs, adapting and documenting as necessary.
- Propose and implement proactive solutions for recurring issues.
- Engage with vendors, Police Department, and ITS Department team members for issue resolutions.

- Mentor and train junior members of both the ITS team and Police Department team through knowledge sharing.
- Stay updated on industry changes and emerging technologies.
- Provide on-call support and conduct on-site visits as needed.
- Demonstrate flexibility to work occasional evening and weekend hours.
- Manages and oversees assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains and evaluates assigned staff; reviews progress and directs changes as needed.
- Issues oral and written instructions to assigned staff; assigns duties, inspects work for exactness, neatness and conformance to policies & procedures, along with established industry technical standards.
- Prepares, schedules and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations within the police department.
- Fulfill any additional duties as assigned.

### **MINIMUM EDUCATIONAL REQUIREMENTS:**

BA or BS in Computer Science, Engineering or related discipline is required. *Educational requirements can be supplemented by 3 additional years' experience in the requirements below.*

### **EXPERIENCE:**

- Requires a minimum of six (6) years in an IT environment with increasing levels of responsibility with at least two (2) years of direct personnel management experience. The experience should encompass a diverse range of areas, including but not limited to, Public Safety Enterprise systems development/implementation and project management.
- Minimum of two (2) years of hands-on experience configuring & supporting Public Safety enterprise systems infrastructure technologies is **required**.
- Minimum of two (2) years of experience with Police Record Management System is **required**.
- Experience with MDTs, bodycam, and dashcam systems is a plus.
- Experience with a law enforcement agency or law enforcement training a plus.
- **Required** to pass a fingerprint-based background check/investigation.
- **Required** to maintain Criminal Justice Information Services (CJIS) certification.
- Experience using a PSA or Help Desk ticket system is a plus.
- Experience using IT documentation software is a plus.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- The role demands strong communication skills, encompassing both written and verbal proficiency. It requires the capacity to work autonomously as well as in a team-oriented setting. Establishing effective working relationships with supervisors, colleagues, and subordinates is essential. The position entails leading productive discussions and collaborations with the Police Department, ITS Department, and project stakeholders, providing regular project updates, and developing a comprehensive understanding of applications and business functionalities.
- Able to communicate technical information in common language as to be understood by people outside the IT industry.
- Knowledge of theory, principles, practices and techniques of public administration, including budgeting and financial planning, financial management, human resources, purchasing, risk management, operations management and other general operational support services.
- Knowledge of Federal, state and local laws, regulations and court decisions applicable to information technology.
- Ability to effectively drive process and technology change in a dynamic and complex operating environment and engage and support diverse business stakeholders.

- Ability to analyze, interpret and explain proposed legislation and programs in terms of their implications and impacts on City programs, operations and sources of revenue.
- Ability to operate flexibility within shifting political and operational constraints.

**PHYSICAL DEMANDS:**

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Needs to be able to operate equipment and machinery with some requiring rapid adjustments such as a computer keyboard and terminal, photocopier, and calculator.
- Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time. Tasks may involve extended periods of time at a keyboard or workstation. Frequent downward flexion of neck, side-to-side turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.
- Work may involve occasional outdoor fieldwork.
- Additional hours and attending meetings outside regular work hours may be required. Work environment is professional and both team and autonomy oriented. This position is impacted by urgent time deadlines due to various reporting and filing requirements. There is some repetitiveness in program coding, a need for extreme accuracy, and paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone, and other interruptions.

*This job description is not, nor is to be intended to be, a complete statement of all duties, functions, responsibilities, and qualifications which comprise this position. The above is intended as a general summary only. You should not rely on it as a complete or binding explanation. This summary is subject to the reasonable discretion of city management. This summary does not constitute a contract of employment, express or implied, between the employee and City of Bridgeport. This is an informational guide and is subject to correction of any information which may have been inadvertently misstated.*

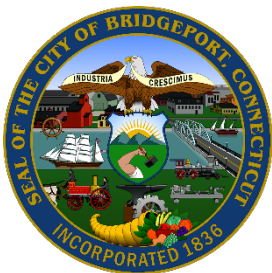
The City of Bridgeport is an Equal Opportunity Employer

For further information and contact:  
CIVIL SERVICE COMMISSION  
45 LYON TERRACE, ROOM 106  
BRIDGEPORT, CONNECTICUT 06604

TELEPHONE: (203) 576-7103



[Explore Bridgeport](https://www.bridgeportct.gov/explore)



CITY OF BRIDGEPORT, CONNECTICUT  
**CIVIL SERVICE COMMISSION**

CITY HALL • 45 LYON TERRACE • BRIDGEPORT, CONNECTICUT 06604

**Employment Application**

Position Applied for		Date	
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APPLICANT INFORMATION								
Last Name				First Name			M.I.	
Mailing Address						Apartment/Unit #		
City				State			ZIP	
Phone				E-mail Address				
Commercial Drivers License (CDL) (Yes/No)				CT Drivers License (Yes/No)				
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.?	YES <input type="checkbox"/>	NO <input type="checkbox"/>			
Have you ever worked for the City of Bridgeport before?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?					

EDUCATION								
High School				Address				
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree			
College				Address				
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree			
Other				Address				
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree			

REFERENCES			
<i>Please list three professional references.</i>			
Full Name			Relationship
Company			Phone
Address			
Full Name			Relationship
Company			Phone
Address			
Full Name			Relationship
Company			Phone
Address			



PREVIOUS EMPLOYMENT					
Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES	NO

Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES	NO

Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES	NO

DEMOGRAPHICS				
<p>For the purposes of Affirmative Action, we are requesting that you fill out the data below. This data will in no way be used to influence your possible selection for any position. The purpose of collecting this data is statistical and may help this office to determine whether advertising is reaching all segments of the community.</p>				
<b>GENDER:</b>	FEMALE <input type="checkbox"/>	MALE <input type="checkbox"/>	HISPANIC or LATINO <input type="checkbox"/>	
<b>ETHNICITY:</b>	WHITE <input type="checkbox"/>	ASIAN <input type="checkbox"/>	BLACK or AFRICAN AMERICAN <input type="checkbox"/>	AMERICAN INDIAN or ALASKA NATIVE <input type="checkbox"/>
NATIVE HAWAIIAN or PACIFIC ISLANDER <input type="checkbox"/>		TWO or MORE RACES <input type="checkbox"/>		OTHER <input type="checkbox"/>

DISCLAIMER AND SIGNATURE	
Signature	Date

I certify that all information supplied on this application is accurate and truthful to the best of my knowledge. I understand that any misrepresentation of facts is cause for refusal of employment and/or termination of employment.

I understand that, if I am hired as a seasonal or part-time employee, I am not eligible for any City of Bridgeport sponsored benefits.

In the case of an emailed application, entering your name above will constitute an electronic signature. You may be asked to sign this application in person if you are offered a position with the City of Bridgeport.

It is the policy of the City of Bridgeport to employ, train, compensate, and promote individuals without regard to race, religion, national origin, sex, sexual orientation, age, disability, veteran status, or other characteristics protected by law.