



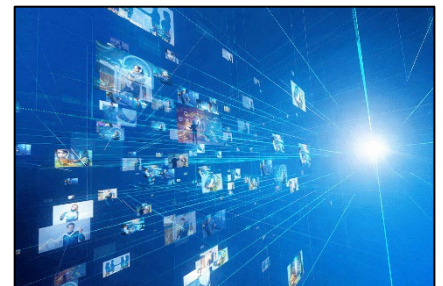
CITY OF BRIDGEPORT, CONNECTICUT

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

SUPPORT SPECIALIST II *ITS Department*

The Information Technology Services (ITS) Department delivers strategic IT vision and enterprise solutions, empowering all departments to achieve their goals, deliver impactful results, and enhance the quality of life for everyone in Bridgeport.

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



Salary and Benefits: \$62,533.00 per year. This position includes a comprehensive benefits package. 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 may include retirement pension administered by CMERS (Connecticut Municipal Employees Retirement System), health insurance (medical, dental, vision, prescription), life, disability, paid leave, paid holidays, 457(b) deferred compensation plan (employee paid), and other voluntary employee-paid benefits. This is a unionized position.

The City of Bridgeport also offers several voluntary benefits programs via automatic payroll deduction: 457(b) Deferred Compensation Plan with Roth options, legal services, and complimentary discounted perks for city municipal employees. Retail and tuition discounts may be available at various universities and businesses 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), 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.

Application Process: Use the link below to upload your resume, cover letter, and complete your application.

APPLY

Accepting complete submissions until the position is filled.

(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.

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 11th 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 the 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 [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 Support Specialist II is responsible for providing technical assistance to users for mobile, portable and/or desktop computing devices. User support also includes, but is not limited to; all device related peripherals; software; enterprise class applications; and basic account administration. End user assistance is provided in person at their location, via telephone, or using an electronic medium such as email or chat. Duties also include testing, troubleshooting and repair of existing devices and systems as well as, making recommendations to management regarding any changes needed to successfully support the City of Bridgeport's computing environment.

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.

- Install, troubleshoot, and repair hardware and software according to the standards set by the City of Bridgeport Information Technology Department.
- Ensure the daily optimal performance of mobile, portable and computer systems.
- Maintain, repair or replace computing device related peripherals.
- Set up equipment and domain accounts for employee use, ensuring installation of appropriate software.
- Maintain record of daily activities, issues addressed, and remedial action taken.
- Confer with management, peers, and employees to establish requirements for new systems or enhancements to processes. As needed, provide technical guidance and advice to management.
- Fix or refer hardware or software problems, or defective products, to vendors or technicians for service.
- Inspect equipment and read order sheets to prepare for delivery to users.
- Address inquiries and issues regarding computer software and hardware operation.
- 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.

- Instruct and provide training to employees in the proper use of software and hardware.
- Other duties: May work or be assigned on special projects defined by the Director of ITS or Manager of Support Services.
- The incumbent may be required to perform on-call duties outside of regular working hours, subject to the discretion of management.

KNOWLEDGE, SKILLS, AND ABILITIES

- An A+ certification required; Network certification a plus.
- Associates Degree in computer science or related field preferred.
- Requires a minimum of 7 years in technology support environment.
- 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.
- Knowledge of network and telecommunications systems; experience in inspecting equipment to detect and assess extent of problems or defects.
- Ability to provide professional customer service including customer needs assessments, meeting quality standards for services and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing managing files and records, designing forms and other office procedures and terminology.
- Requires good communication skills both written and oral and the ability to establish working relationships with supervisors and peers.

LICENSES AND CERTIFICATIONS:

- A Valid US driver's license is required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations which do not cause undue hardship may be made to enable individuals with disabilities to perform the essential functions.

- 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.
- 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 the 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
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BRIDGEPORT, CONNECTICUT 06604
TELEPHONE: (203) 576-7103



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