



# CITY OF BRIDGEPORT, CONNECTICUT

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

## **SUPPORT SPECIALIST II**

### **Public Library**

**Salary:** \$56,382.00 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(A) deferred compensation plan (employee paid), and other voluntary employee paid benefits. This is a unionized position.

**To Apply:** Please email a cover letter, resume, supplied application, three (3) professional references (name & contact only) and a copy your A+ certification, to [COB.Jobs@BridgeportCT.gov](mailto:COB.Jobs@BridgeportCT.gov).

### **Accepting complete submissions until position is filled.**

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

#### *Municipal Profile*

The City of Bridgeport is located 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; with an approximate population of 147,000, 50,367 households, and a population density of 9,226 residents per square mile. The City has a Mayor-City Council form of government. The City's Mayor is the chief executive officer of the City and serves four-year term(s). The City Council, which acts as the City's legislative body, consists of twenty (20) members elected for two-year terms.

#### **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:** Supervision provided by the department authority or designee.

#### **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 computer systems.
- 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 modifications.
- Fix or refer major hardware, software problems and defective products to vendor's 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.
- Provide technical guidance and advice to management system or process-related topics.

- Instruct 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.

**MINIMUM EDUCATIONAL AND EXPERIENCE REQUIREMENTS:**

- Associates degree in Computer Science or related field preferred.
- Requires a minimum of 7 years in technology support environment.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- An A+ certification required, Network certification a plus.
- 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 procedure and terminology.
- Requires good communication skills both written and oral and the ability to establish working relationships with supervisors and peers.

**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.
- 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 it intended to be, a complete statement of all duties, functions, responsibilities, qualifications, physical, and cognitive which comprise this position. The above is intended to be a fair representation of the "typical" demands of the position.*

*This position will require a pre-employment medical examination and drug testing.*

An Equal Opportunity Employer MF/AA/DIS

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



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 <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES <input checked="" type="checkbox"/>	NO <input checked="" type="checkbox"/>

Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>

DEMOGRAPHICS				
<p>For 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	
<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"/>

IN CASE OF EMERGENCY, PLEASE NOTIFY:			
Name:			Name:
Relationship:			Relationship:
Home Phone:			Home Phone:
Work Phone:			Work Phone:
Cell Phone:			Cell Phone:

**DISCLAIMER AND SIGNATURE**

Signature		Date	
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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.