

## JOB DESCRIPTION

### NEW YORK STATE BRIDGE AUTHORITY (NYSBA) COMMAND CENTER ADMINISTRATOR (CCA)

Under the leadership of the Director of Command Center Operations, Safety and Security, and reporting directly to the Command Center Manager, the Command Center Administrator (CCA) is responsible for overseeing and coordinating traffic and security management efforts for all five bridge facilities maintained and operated by the New York State Bridge Authority. These bridges include the Rip Van Winkle Bridge, the Kingston-Rhinecliff Bridge, the Mid-Hudson Bridge, the Newburgh-Beacon Bridge and the Bear Mountain Bridge, connecting eight counties within the Hudson Valley and serving as a critical network for the region's transportation infrastructure. Additionally, the Walkway Over the Hudson pedestrian bridge structure is entrusted to the Bridge Authority for the protection and safeguarding of its critical infrastructure. The ideal candidate will bring to the Authority's Command Center their years of valued experience within a Command Center Operator, Emergency Dispatcher or similar Emergency Management position.

As a team member of the agency's 24/7 Command Center, the primary responsibility of the CCA role is to coordinate and manage incident response utilizing the National Incident Management System (NIMS) for a multitude of traffic, security and public safety incidents occurring on NYSBA property and varying in severity. In support of this function the CCA must maintain a high level of situational awareness agency-wide. This is achieved through vigilant active monitoring efforts coupled with the integration of advanced technological systems designed to aid in the detection of potential incidents. Adopting an all-hazard approach to emergency management, the CCA proactively coordinates the appropriate internal and external resources to successfully manage any given incident.

Working collaboratively with the agency's internal Security and Maintenance departments, as well as first responders, the CCA ensures the seamless coordination of emergency response efforts in a manner that minimizes the disruption to Authority operations and public transit. The Command Center operates as the centralized hub for communication and information sharing during incident response. As such, the CCA plays a vital role in escalating incidents up the chain of command to NYSBA's Executive Management team and disseminating relevant information to on-scene emergency responders and the traveling public. This includes assisting law enforcement in video review involving active incidents on NYSBA property. Throughout incident response, the CCA accurately documents all pertinent details from the onset of an incident to the conclusion of the incident for internal distribution upon completion of an operational period. The Command Center Administrator is essential in the execution of the Authority's emergency management response protocols and serves to ensure incident management aligns with the agency's established standard operating procedures.

Additionally, the CCA supports the State's overall emergency management preparedness goals during by operating as an Authority representative in the State Emergency Operations Center's (SEOC) Emergency Support Function (ESF-1) during activations for declared State of Emergencies.

As the Command Center department relies on technology systems for successful and efficient daily operations, the CCA works in conjunction with the Security, Maintenance and Information Technology departments to ensure continuous equipment functionality. This is achieved through

routine testing of equipment and information technology systems, including but not limited to, Callboxes, Panic Buttons, Fog Horns, Interior Motion Alarms, Sight Logix Alarms, Radio Communications, Generator and Card Access. Additionally, the employee will troubleshoot any equipment identified to be not operational. The employee will submit and update Help Desk tickets, to notify the Authority's Information Technology department of equipment issues in a timely manner.

The Command Center Administrator is responsible for completing various administrative tasks as assigned by the Director of Command Center Operations, Safety and Security or the Command Center Manager in support of the department and agency's initiatives. These tasks may range from creating reference documents, data tracking spreadsheets, documentation collection in support of FOIL requests, video retention in accordance with subpoena requests and ad hoc assignments.

The responsibilities of the Command Center Administrator include:

ACTIVITY	Maintain situational awareness to ensure the security of NYSBA critical infrastructure property and assets as well as the safety of the traveling public
TASKS	<ol style="list-style-type: none"><li>1. Conduct scheduled remote security tours via camera following a predesigned layout with specific criteria to be verified for the purpose of ensuring the physical security of critical bridge infrastructure, and safety of the traveling public</li><li>2. Conduct scheduled remote sidewalk tours via camera following a predesignated layout to ensure safe walkway conditions for pedestrians; verify gates, callbox lights, and callbox doors are secure, and identify and initiate response to unusual pedestrian activity, suspicious or mental health related incidents</li><li>3. Perform periodic server checks to assess the overall security, traffic and safety conditions of the bridge facility at all times</li><li>4. Identify and inspect security, traffic and safety issues that have the potential to negatively impact NYSBA operations</li><li>5. Investigate and log Sight Logix alarms to identify and initiate response to any suspicious activity or mental health related incidents</li><li>6. Investigate and classify Citilog alarms to identify and initiate response to any traffic related incidents detected in the roadway</li><li>7. Actively monitor police scanner radios in the Command Center for any reported incidents on NYSBA property, and/or active BOLOs for potentially suicidal subjects</li><li>8. Actively monitor the Outlook CMDAll inbox for relevant missing person alerts, weather alerts and road closures</li><li>9. Actively monitor incoming contractor sign-in sheets to ascertain who is on property at the respective bridge facility</li><li>10. Actively monitor various Outlook shared calendars to remain apprised of daily events and scheduled contractor work</li><li>11. Participate in mandatory monthly in-person department meetings to remain informed of agency and departmental communications and initiatives</li><li>12. Escalate to Management any items of concern that may pose a security or safety risk to be incorporated into NYSBA's ongoing Safety and Security Enhancements initiative</li></ol>

ACTIVITY                    Manage incident response to a variety of security, traffic and safety incidents ranging in magnitude

**TASKS:**

1. Actively monitor developing situations via camera; capture all pertinent information (license plate, vehicle make and model) utilizing available camera views
2. Initiate response to any and all incidents occurring on NYSBA property including but not limited to, accidents, disabled vehicles, suspicious activity, emotionally distressed persons, suicides, unapproved drone operators, trespassers, debris, weather related incidents, etc.
3. Dispatch NYSBA Security and Maintenance personnel, and notify the appropriate 911 center and/or emergency services and stakeholders (CSX, Coast Guard, Metro North, Amtrak, Central Hudson, etc.) to coordinate the appropriate incident response
4. Act as Incident Commander providing timely updates to the appropriate 911 center of situational developments relating to an active incident until first responders arrive on scene
5. Utilize Dynac application to adjust traffic patterns at the Mid-Hudson and Newburgh-Beacon Bridges during active incident for the safety of the public, first responders and employees
6. Utilize Transcom's T-Rex application, available Variable Message Signs (VMS) and NYSBA Social Media platforms to disseminate travel information to the public
7. Escalate level 1-4 incidents to the Executive Management Team via the Incident Manager Event Notification function
8. Notify DOT's Statewide Transportation Information Coordination Center and Hudson Valley Traffic Management Center (HVTMC) for level 1-4 incident resulting in significant traffic delays, or bridge closure to leverage state resources and request additional VMS support
9. Conduct video review and save video to confirm incident details and times when not observed in real time
10. Allocate Maintenance coverage for traffic control as necessitated by an incident

ACTIVITY                    Work jointly with the internal departments and external partners to ensure continuous NYSBA equipment functionality

**TASKS:**

1. Perform Daily Equipment verification of Command Center technological systems including Vaisala, Video Insight and Citolog
2. Conduct Daily Sight Logix Sensor test
3. Perform Weekly Callbox Test in conjunction with Dutchess County Mental Health and NYSBA's Security Technician Bridge employees to ensure functionality of Command Center Callbox alerts and connectivity of phone lines to Dutchess County Mental health
4. Conduct Weekly Panic Button Test at the respective bridge facility in coordination with NYSBA staff
5. Perform Weekly Interior Motion Alarm Test in conjunction with the Security Technician Bridge employees

6. Conduct Bi-weekly Radio Tests in coordination with the Security Technician Bridge employees, State Police, US Coast Guard Sector NY, Ulster County 911, Dutchess County 911 and City of Poughkeepsie Police
7. Perform Monthly Fog Horn Test in conjunction with the Security Technician Bridge employees
8. Conduct Monthly Card Access testing in coordination with the Security Technician Bridge employees
9. Perform Monthly Command Center Emergency Operation Center testing to ensure seamless operations at the back-up Command Center location; requires working at alternative worksite
10. Assist Maintenance in verifying alert notifications for Monthly Generator testing
11. Conduct Quarterly Motion Light testing in coordination with the Security Technician Bridge employees
12. Submit and update Help Desk tickets accordingly to properly escalate equipment issues to the Information Technology department in a timely manner
13. Operate NYSBA's internal NYCOMCO radio system via handheld and base stations output devices
14. Execute onsite troubleshooting of equipment including but not limited to, security Camera restarts, server restarts, JamLogic Variable Message Sign (VMS) reboots, computer equipment, phone equipment, radio systems, etc.

## ACTIVITY

Prepare various reports with a high degree of accuracy and attention to detail

## TASKS:

1. Consistently compose accurate and concise event log entries recording all incidents and communications during an operational period
2. Prepare daily shift reports to keep team members and Management apprised of all relevant bridge activities
3. Complete internal accident and incident reports for all accidents occurring on Authority property
4. Complete Request to View Video Forms for in-person or remote video review as requested by law enforcement
5. Prepare Internal Information Distribution reports for timely dissemination of level 1-4 incidents to the Executive Management team
6. Accurately complete data entry regarding incident response into the Command Center Incident Response Excel spreadsheet in support of the department's quarterly Operations, Safety and Security Dashboard report
7. Properly document and report patron and/or public complaints and concerns

## ACTIVITY

Perform a variety of administrative tasks for daily operations.

## TASKS:

1. Obtain shift coverage in the event of a shift call out
2. Obtain Maintenance coverage as needed, especially during the Winter season; properly update the overtime roster
3. Escalate operational issues in a timely manner to effectively be addressed by Management
4. Updating departmental contact sheets and reference documents
5. Providing operational and technological feedback to Command Center Management that will be instrumental in shaping the policies and procedures of the department

6. Light cleaning and tidying of common areas and individual workspaces to maintain a positive and productive work environment, including but not limited to, wiping down counter surfaces, door handles and appliances, emptying receptacles, general tidying of office areas, maintaining cleanliness of kitchen area, etc.

Any other activities assigned by the Director of Command Center Operations, Safety and Security.

#### Required Skills

1. Reliability to work scheduled and unscheduled shifts is a must
2. Maintain open availability of scheduling and be willing to work extended and/or irregular hours scheduled, or unscheduled, including nights, weekends and holidays
3. Maintain flexibility to work offsite at the NYSBA Back up Command Center located in Beacon, or at the State Emergency Operations Center in Albany during an Department of Homeland Security and Emergency Services (DHSES) Office of Emergency Management (OEM) activation
4. Maintain internal and external working relationships, including but not limited to, interdepartmental, public relations and emergency agency partners
5. Capability to quickly make informed decisions within the guidelines of Authority Policies and Procedures
6. Possess strong written and oral communication skills
7. Ability to act strategically, be resourceful and apply critical thinking in emergency situations
8. Possess strong technical knowledge and computer literacy

#### Qualifications

The ideal candidate will have:

1. A High School Diploma or equivalent
2. A valid New York State driver's license
3. Three (3) years of experience in a Command Center Operator, Emergency Service Dispatcher, or comparative emergency management role
4. Successful completion of the Department of Homeland Security and Emergency Services (DHSES) State Emergency Operations Center (SEOC) New York Respond (NYR) system, training can be acquired within 6 months of employment
5. Successful completion of the Department of Homeland Security and Emergency Services (DHSES) State Emergency Operations Center (SEOC) course, training can be acquired within 6 months of employment
6. Applicable Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) course certifications
7. Mental Health First Aid certification, provided by NYSBA
8. SafeTALK certification, provided by NYSBA
9. Extensive experience in incident management and risk mitigation
10. Experience in a managerial capacity preferred for enforcing agency policies and procedures