

## JOB DESCRIPTION

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

The Command Center Administrator (CCA) plays a critical role in supporting the New York State Bridge Authority's (NYSBA) strategic goals by ensuring efficient traffic and security management across all five facilities, including the Rip Van Winkle, Kingston-Rhinecliff, Mid-Hudson, Newburgh-Beacon, and Bear Mountain Bridges, as well as the Walkway Over the Hudson. Reporting to the Command Center Manager and working under the leadership of the Director of Command Center Operations, Safety and Security, the CCA ensures the seamless coordination of incident response, operational readiness, and public safety. This role aligns with the Authority's commitment to maintaining a secure and resilient transportation network, with a focus on innovation, collaboration, and fiscal responsibility.

As a key member of the agency's 24/7 Command Center team, the CCA is responsible for managing traffic, security, and public safety incidents using the National Incident Management System (NIMS). By maintaining high situational awareness and leveraging advanced monitoring technologies, the CCA identifies and coordinates appropriate responses to incidents, ranging from minor disruptions to major emergencies. The role involves close collaboration with internal departments—such as Security, Maintenance, and Information Technology—and external stakeholders, including local first responders, state agencies, and emergency management officials. Additionally, the CCA serves as the central communication hub during incidents, escalating issues to executive management, providing real-time updates to emergency responders, and ensuring the traveling public remains informed. Accurate documentation of all incidents is essential to support post-incident analysis and improve future response strategies.

The CCA is instrumental in supporting NYSBA's strategic alignment by ensuring that daily operations integrate cutting-edge technology and meet evolving demands. This includes routine testing and troubleshooting of critical equipment such as call boxes, motion alarms, panic buttons, fog horns, and radio communications systems. The CCA coordinates closely with the IT department to resolve technical issues promptly, ensuring continuous functionality of systems essential to the Command Center's operations.

In addition to incident management and technological oversight, the CCA provides administrative support to the department by preparing documentation, tracking data, responding to Freedom of Information Law (FOIL) requests, and managing video retention and subpoena responses. The CCA also works on special projects and ad hoc assignments that align with the department's goals and contribute to overall operational efficiency.

This position requires exceptional project management, data analysis, proactive communication, and collaboration skills, as the CCA frequently liaises with internal departments and external stakeholders to ensure seamless emergency response efforts. The ideal candidate will have experience in emergency management, command center operations, or a related field, with a proven ability to manage complex projects, analyze data for informed decision-making, and deliver results aligned with organizational objectives. A strong understanding of the National Incident Management System (NIMS) and expertise in using technological systems for monitoring and incident response are essential.

The role demands adaptability, meticulous attention to detail, and a commitment to excellence, requiring the ability to prioritize tasks effectively and work under pressure in a fast-paced 24/7 operational environment. Strong analytical capabilities, combined with the capacity to oversee multiple projects while ensuring data accuracy and operational integrity, are critical for success in this position. The CCA's role is pivotal in driving continuous improvement, fostering collaboration, and maintaining the highest standards of safety and security across the Authority. By supporting the Authority's strategic objectives and ensuring the safety and security of its facilities, the CCA is a vital contributor to the NYSBA's mission to provide reliable and secure transportation infrastructure across the Hudson Valley.

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**

1. Conduct scheduled remote security tours via camera, following a predesigned layout with specific criteria, to verify the physical security of critical infrastructure and ensure the safety of the traveling public.
2. Perform scheduled remote sidewalk tours via camera to ensure safe walkway conditions for pedestrians, verify gate security, and assess callbox functionality; initiate appropriate responses to unusual activity, suspicious behavior, or mental health-related incidents.
3. Conduct periodic server checks to assess overall security, traffic, and safety conditions at bridge facilities.
4. Identify and monitor potential security, traffic, and safety issues that may impact NYSBA operations.
5. Investigate and log Sight Logix alarms, initiating responses to suspicious activity or mental health-related incidents.
6. Investigate and classify Citilog alarms, initiating responses to traffic-related incidents detected on roadways.
7. Monitor police scanner radios for incidents on NYSBA property or alerts for potentially suicidal individuals.
8. Actively review the Command Center's Outlook alerts inbox for missing person reports, weather updates, and road closures.
9. Track contractor sign-in sheets to maintain awareness of personnel on NYSBA property.
10. Monitor shared calendars to stay informed of scheduled events and contractor activities.
11. Attend mandatory monthly departmental meetings to remain informed on agency and departmental updates.
12. Escalate safety or security concerns to management for integration into NYSBA's Safety and Security Enhancements initiative.

**ACTIVITY**                      Manage incident response for a variety of security, traffic, and safety incidents of varying magnitudes.

**TASKS**

1. Actively monitor incidents via camera, documenting pertinent information such as license plates, vehicle details, and observed activities.

2. Respond to incidents on NYSBA property, including accidents, disabled vehicles, suspicious activity, distressed individuals, unapproved drone operations, trespassing, debris, or weather-related hazards.
3. Dispatch NYSBA Security and Maintenance personnel, notifying emergency services and external stakeholders (e.g., CSX, Coast Guard, Metro-North) as necessary.
4. Assume the role of Incident Commander, providing timely updates to emergency services during active incidents.
5. Use Dynac applications to adjust traffic patterns at Mid-Hudson and Newburgh-Beacon Bridges to ensure public and responder safety during incidents.
6. Disseminate travel updates to the public using Transcom's T-Rex application, Variable Message Signs (VMS), and NYSBA's social media platforms.
7. Escalate significant incidents (levels 1–4) 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 for major incidents causing delays or closures.
9. Conduct video reviews to verify incident details when not observed in real time or upon law enforcement requests.
10. Retain video records of significant incidents (e.g., accidents, suicides, trespassing) for documentation and future reference.
11. Coordinate Maintenance coverage for traffic control and weather-related incidents as required.

ACTIVITY                      Work collaboratively with internal departments and external partners to ensure continuous functionality of NYSBA equipment.

#### TASKS

1. Conduct daily verifications of Command Center systems, including Vaisala, Video Insight, and Citilog.
2. Perform daily Sight Logix sensor tests to maintain operational integrity.
3. Conduct weekly tests of callboxes, panic buttons, and motion alarms in coordination with appropriate staff.
4. Perform bi-weekly radio tests with State Police, Coast Guard, county 911 centers, and other stakeholders.
5. Conduct monthly equipment tests, including fog horns, card access systems, and back-up Command Center operations.
6. Assist Maintenance with generator alert verification during testing.
7. Submit and update Help Desk tickets promptly for timely resolution of equipment issues.
8. Provide feedback and support during testing of new technological systems or troubleshooting with IT.

ACTIVITY                      Prepare detailed and accurate reports to support operational and management needs.

#### TASKS

1. Compose precise and concise event log entries to document all incidents and communications during shifts.
2. Prepare daily shift reports summarizing relevant activities for team and management review.
3. Complete accident and incident reports for all occurrences on NYSBA property.
4. Process Request to View Video Forms for law enforcement reviews.
5. Create Internal Information Distribution reports for incidents to notify the Executive Management Team.

6. Accurately input incident data into the Command Center Incident Response spreadsheet for quarterly reporting.
7. Document and report public complaints or concerns to management.

ACTIVITY                      Support daily operations by performing a variety of administrative tasks.

#### TASKS

1. Secure shift coverage in the event of employee callouts.
2. Coordinate Maintenance coverage during high-demand periods, such as winter, while updating the overtime roster.
3. Escalate operational issues to management for timely resolution.
4. Maintain and update departmental contact sheets and reference documents.
5. Provide feedback to improve Command Center policies and procedures.
6. Maintain cleanliness of shared and individual workspaces to promote a productive work environment.

ACTIVITY                      Collaborate with cross-functional teams on various projects and assignments in support of departmental and Authority initiatives.

#### TASKS

1. Execute specialized tasks related to data analysis, technology integration, and project management to support departmental objectives.
2. Provide insights and recommendations on leveraging data and technology to enhance operational effectiveness.

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

#### Required Skills

The ideal candidate will possess:

1. Reliability: Demonstrated ability to work scheduled and unscheduled shifts.
2. Flexibility: Open availability for 24/7 scheduling, including willingness to work extended or irregular hours, such as nights, weekends, and holidays.
3. Adaptability: Capability to work offsite at the NYSBA Backup Command Center in Newburgh Beacon or the State Emergency Operations Center (SEOC) in Albany during activations by the Department of Homeland Security and Emergency Services (DHSES).
4. Collaboration: Ability to maintain strong internal and external relationships with interdepartmental teams, the public, and emergency agency partners.
5. Decision-Making: Proficiency in quickly making informed decisions aligned with Authority policies and procedures.
6. Communication Skills: Strong written and oral communication abilities.
7. Critical Thinking: Capacity to act strategically, remain resourceful, and apply critical thinking skills during emergency situations.
8. Technical Proficiency: Solid technical knowledge and computer literacy, particularly in tools and systems relevant to Command Center operations.

9. Project Management: Experience in or knowledge of project management principles, including planning, execution, and evaluation of department initiatives.
10. Data Analysis: Ability to interpret, analyze, and apply data to improve operations, inform decision-making, and track performance metrics.
11. Emergency Management Expertise: Familiarity with emergency management protocols, including NIMS, incident command systems, and multi-agency coordination.

### Qualifications

The ideal candidate will possess:

1. Education: A High School Diploma or equivalent.
2. Licensure: A valid New York State driver's license.
3. Experience: At least three (3) years in a Command Center Operator, Emergency Service Dispatcher, or similar emergency management role.
4. Training:
  - i. Successful completion of DHSES SEOC New York Respond (NYR) system training within six (6) months of employment.
  - ii. Successful completion of the DHSES SEOC course within six (6) months of employment.
  - iii. Certifications:
  - iv. FEMA NIMS certifications, including IS-100, IS-200, IS-241, IS-700, and IS-1300.
  - v. Mental Health First Aid certification (provided by NYSBA).
  - vi. SafeTALK certification (provided by NYSBA).
5. Incident Management Expertise: Extensive experience in incident response and risk mitigation.
6. Leadership Experience: Managerial experience is preferred, particularly in enforcing agency policies and procedures.