

Job Description



Information Technology Analyst

1 FTE | POS #100010252

Direct Report	Superintendent of Wastewater	Grade	M-10 Starting Salary: \$70,059*
Department	Public Infrastructure	FLSA	Exempt
Division	Water	Bargaining Unit	Unit C
Date	July 2025	Location	133 William Street

Homeland Security Emergency Status: Essential
Safety Classification – Non-Safety Position

Summary

Supports and maintains all City computer systems; assist City employees with training and use of equipment and applications.

Supervisory Responsibilities

Supervision Scope: N/A.

Supervision Received: This position receives general direction, supervision, and training from the Senior IT Analyst, IT Director, and Assistant IT Director.

Supervision Given: This position does not hold any formal supervisory responsibilities.

Essential Function

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Coordinate with management, support staff, technical personnel, and vendors/contractors to conduct City business as may be required in the day-to-day operation of the IT Department.
2. Participate in technical projects such as updating computer programs for specified applications and modifying/supporting those applications already in existence.
3. Participate in the acquisition, installation, support, problem diagnosis and resolution, and training of users on all computer and network equipment and peripherals.
4. Participate in developing training manuals and/or user documentation, as well as conducting training sessions for City computer equipment and application software for employees.
5. Participate in the preparation of proposals for and solicitation of computer/networking hardware, peripherals, and software systems.
6. Assist with data entry, editing, analysis and data manipulation, whether in the form of keyed entry, data conversion, import, export, scanning, report development, and file or database creation.
7. Support and maintain numerous databases the city uses; set up a new database or convert outdated database; handle databases in SQL, Access, or SSRS.
8. Participate in the continued and new development of all computer systems including, but not limited to, the City's Financial Information Management System, Permitting System, Enterprise Asset Management System, Geographical

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9. Information System, Real and Personal Property Appraisal System, Office Automation System, all local or wide area networks, the City’s Web site, etc.
10. Provide end user support and maintenance for in-house computer systems, desktops, printers, and peripherals.
11. Provide user assistance and training within the City's financial and payroll system as well as outlook, word processing, spreadsheets, database application and operating systems.
12. Provide technical assistance and support as well as investigating and resolving problems by researching manuals and conducting computer diagnostics to resolve issues in a timely manner.
13. Perform related work as required and assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the City of New Bedford and the employee and is subject to change by the City as the needs of the City and requirements of the job change.

Competencies

Leadership – Project Management	Independent Judgement	Thoroughness & Attention to Detail
Communication Proficiency	Customer Service	Organizational Skills
Public Speaking	Expert Reporting	Budget Management

Special Requirements

- Subject to Mandatory CORI (Criminal Offender Record Investigation)
- Considerable knowledge of local area networks, Windows Server, SQL Server, VMware Virtualization, Active Directory, PowerShell, Network Protocols, Cloud Computing, Office 365, and MUNIS Software.

Education and Experience

- Bachelor’s Degree in computer science or a related discipline.
- At least two years of experience in computer science, computer programming, software, or related work experience.
- Any equivalent combination of education and experience.

Required Skills and Abilities

- The use of standard office equipment, including computers and relevant software.
- Work independently with minimal supervision.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with supervisors, coworkers, and the general public.

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Tools and Equipment Used

Computers, calculators, phones, copy machines, and other general office equipment.

Work Environment

Work is performed in an office setting. Workload and stress levels vary dramatically. The **IT Analyst** makes constant contact with other staff, members of the public and City departments. This requires excellent customer service skills. The **IT Analyst** has access to confidential information about employees and other sensitive information. The **IT Analyst** is expected to operate in an environment where errors can be costly with regard to efficiency of the operation.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position is generally sedentary. Employees sit most of the time but may walk or stand for brief periods. Employees may exert up to 10 pounds of force occasionally including having to lift, carry, push, pull, or otherwise move objects.

Work Hours

This is a full-time exempt position with a typical 40 hours per week with possible availability for after normal hours of operation during emergencies and other departmental critical needs.

This position is deemed essential personnel and must report to work during emergency situations.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the City of New Bedford within the scope of departmental needs. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

Compensation for Unit C (Management) Positions

All management positions receive an annual salary increase (or "Step" increase), contingent on satisfactory job performance. Step increases are awarded upon the first anniversary of an employee's initial hiring and each year thereafter for the next eleven years of employment. The amount of the annual Step increase varies from 3.50% - 5.00% of the employee's prior year salary. The above position offers a starting salary of \$70,059 in Year/Step 1, and a maximum salary of \$109,140 in Year/Step 12.