

City of New Bedford, MA
Job Description

Job Title: Senior Systems Analyst

Pay Grade: M-13

Pay Range: \$74,837 – \$93,553

JOB SUMMARY

Manages and administers a specific function of the Police Department's IT systems including support in computer hardware and software and policy systems. Provides problem solving and training on various computer projects and ensures systems efficiency and integrity.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job.

- Manages all Police computer network, servers and equipment; installs and maintains department computers, printers, servers, cameras and radio equipment.
- Monitors and troubleshoot end user problems with software, hardware and network.
- Performs ongoing review of existing systems both software and hardware and researches and quotes new software, hardware and equipment to serve the needs of the department.
- Oversees upgrades to 911 systems.
- Maintains departmental communications such as; telephones, mobile telephones, radio system, portable radios, Mobile Data Computers and computing mainframe, desktop, laptop and peripherals..
- Maintains a variety of Microsoft based databases and data in department storage.
- Oversees and develops camera and video surveillance technology and analysis of emerging technology.
- Investigates and resolves computer software problems of users; talks to users to learn procedures followed and source of error; answers questions, applying knowledge of computer software and procedures; researches problem and finds solution.
- Talks to programmers to explain software errors or recommend changes to programs; calls software vendors to request solution regarding error.
- A Senior Analyst may be required to work nights and weekends as needed to complete project tasks or handle emergencies as they arise.
- Performs 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 employer and employee and is **subject to change by the employer** as the needs of the employer and requirements of the job change.*

MINIMUM QUALIFICATIONS

Education and Experience

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

SPECIAL REQUIREMENTS

- Criminal Offender Record Investigation (CORI) background check mandatory.

OTHER JOB REQUIREMENTS

Considerable knowledge of local area networks, Windows Server 2008, SQL Server 2005 & higher, vmware Virtualization, Active Directory, PowerShell, TCP/IP, SMTP, SNMP, DNS, DHCP, HTTP, FTP, Cloud Computing, Exchange 2010, SAN Storage, McAfee virus, Tyler Technologies, IMC Software, MUNIS Software and in surveillance camera technologies.

SUPERVISORY RESPONSIBILITIES

This position does not have formal supervisory responsibilities over other employees. Supervisors are responsible for signing performance reviews.

This position receives general direction and supervision from the Administrative Services Captain.

PHYSICAL DEMANDS AND WORKING CONDITIONS

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 10 pounds of force occasionally including having to lift, carry, push, pull, or otherwise move objects.

The City of New Bedford, MA is an Equal Opportunity Employer.