



CITY OF NEW BEDFORD

JONATHAN F. MITCHELL, MAYOR

February 15, 2022

City Council President Ian Abreu and
Honorable Members of the City Council
133 William Street
New Bedford, MA 02740

Dear Council President Abreu and Honorable Members of the City Council:

I am pleased to submit for your confirmation the appointment of John T. Costa as the Director of the Department of Management Information Systems (MIS).

Mr. Costa is a devoted and committed employee of the City of New Bedford. He has served as the Acting Director since September 26, 2021. He has been employed with the City since 2013 and during his employment has displayed strong leadership qualities and the ability to manage the personnel and duties involved in operating MIS.

Mr. Costa has a thorough knowledge of the overall operations of MIS and will be an asset to the city in this position. In short, Mr. Costa is an excellent choice for the position of Director of MIS.

Sincerely,

Jonathan F. Mitchell
Mayor

JFM/sds
Attachment

cc: John T. Costa
Personnel

JOHN T COSTA

SKILLS PROFILE

- Excellent Organization Skills
- Strong Customer Relations Skills
- Problem Solving Skills
- Excellent Oral and Written Communication Skills

EMPLOYMENT HISTORY

Assistant Director of MIS, The City of New Bedford

2013 — Present

New Bedford, MA

Assists in the development, implementation and administration of all City computer operations and informational flow to increase management awareness, improve communication between departments, heighten productivity, reduce costs and establish a secure environment to maintain data integrity.

Supervise assigned tasks to achieve goals within available resources, plan and organize staff workloads and assignments. Provide staff training and review progress and direct change as needed. Determines work procedures, prepare work schedules, and expedite workflow; study and standardize procedures to improve efficiency and effectiveness of operations.

- Meet with MIS Director and Department Heads to evaluate departmental operations and make recommendations, where appropriate, that may improve computer-related operational efficiency.
- Manage projects, meet with Department Heads and Vendors to insure project requirements and schedules are met.
- Work effectively within a team environment and represent the team at meetings and briefings for the purpose of information gathering for current and future projects.
- Provide direction to MIS staff in diagnosing and solving more complex computer equipment problems.
- Conduct installations and upgrades; work with external vendor technical support personnel to resolve issues of various complexities. Assign and respond to entries in call-tracking system relating to end-user support requests.

Software QA Engineer, INVENSYS

2001 — 2013

Foxboro, MA

As a member of the R&D team, provide system integration testing and support. Primary testing support in the areas of networks, switches, hardware platforms and application installations.

- Project responsibilities include executing and designing test plans and test procedures.
- Maintain project schedules ensuring that project requirements are met.
- Qualify third party software applications and hardware.
- Review user documentation for technical content and completeness.
- Provide technical training to department members as well as outside customers.
- Technical proficiencies: Server 2008 Active Directory, Windows 7, Remote desktop, Virtualization-VMware/HyperV, Wireless networks, Symantec System Recovery, McAfee ePolicy Orchestrator deployment and configuration.

Staging Supervisor, INVENSYS

1993 — 2001

Foxboro, MA

Function as supervisor for systems operations services. Responsible for providing technical direction for system staging personal, evaluate work assignments and projects to ensure quality and efficiency. Conduct performance evaluations, corrective actions and salary reviews. Ultimately responsible for all manufacturing aspects of Gas Chromatograph, Sample Conditioning and Analyzer Systems. Fabrication process required assembly to meet stringent customer performance specifications. Support customer demonstrations and acceptance testing of distributive control system consoles.

EDUCATION / TRAINING**Massachusetts Municipal Personnel Association**

- Supervisory Leadership Development Program

Boston University*Boston, MA*

Completed courses for Microsoft Certified Systems Engineer

- Windows Administration
- Windows Server Active Directory
- Windows Server Enterprise Administrator
- Windows Server Application Infrastructure
- Windows Server Network Infrastructure
- Software Testing Certification - Foundation Level