


Roger S. MacDonald
Monterey, MA 01245



February 13, 2024

Collins Center for Public Management
100 Morrissey Blvd., Boston, MA 02125

Dear Hiring Committee,

I was excited to see that the Town of Monterey is hiring a Town Administrator, and I would like to express my interest in the position. In my previous position I had almost twenty-three years of experience in municipal government with fifteen of those as the Director, MIS of the Information Technology Center. As I have relocated to the Berkshires, I am particularly drawn to this position because of my desire to be involved in small town government and local community support.

Throughout my tenure with the Town of Needham I had been involved in different aspects of management, budgeting, and technology. During that time, I had worked at fostering collaborative skills to create an environment that engages positively with all levels of community. From staff that I have directly managed, supporting other departments, elected officials, and citizens. I have spent significant time and effort translating or interpreting processes, operations, software, and hardware to help develop efficiencies and standards across multiple groups. I always see myself as a member of a team working out the best possible path to success.

I have worked extensively with a departmental budget approaching \$1,000,000 with an eye on limiting growth year over year to less than 3% through analysis using multiple budgets from previous fiscal years to evaluate needs and requests. Using data supported by research and analysis to help guide decision-making with clarity and insight. I have also had to develop and communicate multi-year capital improvement and operational plans. With the goal to be transparent and open to management, a finance committee, and eventually the citizens.

Administratively I have worked with General Ledger and Revenue applications processing invoices and payments, permitting and work order systems, CivicPlus web site support and I am proficient in multiple Microsoft products. This experience has helped me to analyze systems and anticipate needs sensitive to a role.

Central to all of this is a deep commitment to helping others and my belief that listening and patience are crucial for facilitating and support; assisting individuals with varying levels of skill and knowledge to navigate tasks. I believe this strengthens connections and fosters community engagement.

I appreciate you taking the time to read my cover letter and resume and I believe that with my overall experience and knowledge of municipal government I would be a great fit for the position.

Sincerely,

Roger S. MacDonald

Roger MacDonald

SUMMARY

Dedicated professional offering valuable contributions to organizations with a need for collaboration, interpersonal, and multitasking skills. Possess a strong aptitude for learning processes and excellent communication skills. Skilled in problem-solving, resolving issues, and communicating effectively with users. Motivated employee with desire to take on new challenges. Adept at working effectively unsupervised and quickly mastering new skills. Offers strong technical abilities with software, applications, and hardware. Ability to handle challenging work.

SKILLS

- Strategic Planning
- Organizational Development
- Personnel Management
- Financial Reporting
- Budget Management
- Capital Spending Planning
- Procurement Knowledge
- Service Oriented
- Presentation and Public Speaking
- Project Management
- Internal Communications
- Technology Planning
- Technical System Improvements
- Technology in Building Design
- General Ledger Software Administration
- Revenue Software Administration
- Windows 10
- Microsoft O365 (Outlook, Word, Excel, Access, PowerPoint, Teams)
- Microsoft OneDrive
- Crystal Reports
- CivicPlus Web Site Support

EXPERIENCE

Planned Career Break, January 2023 – Present

- Relocation to Monterey, MA.
- Family assistance. Helping with senior member of the family.
- Reassess employment options.

Director, MIS, Town of Needham, July 2007-January 2023

Needham, MA

- Managed five employees covering multiple systems and operations from Network Management, Applications Administration, Technology Support, and Geographic Information Systems.
- Prepared annual budget of approximately \$1,000,000.
- Controlled operational IT budget and expenditures within department.
- Coordinated technology projects and support with multiple departments.

- Met with department managers to address issues and implement solutions.
- Worked internally and across multiple departments to develop and support new ideas, approaches, and solutions.
- Identified resources needed to complete tasks.
- Recruited and supervised IT department staff.
- Submitted Community Compact Grant request.

Geographic Information Systems Administrator, Town of Needham, May 2000-July 2007
Needham, MA

- Reviewed data to verify currency, accuracy, usefulness, quality and completeness of documentation.
- Used GIS technology, equipment, or systems to produce data layers, maps, tables and reports.
- Reviewed and corrected existing digital cartographic data.
- Digitized infrastructure.
- Created, edited, and processed spatial data to support geographic information systems,
- Supported departments with GIS analysis and solutions.
- Made recommendations regarding upgrades of new and revised GIS and CAD software, equipment and applications.

Geographic Information Systems Specialist, Camp, Dresser, and McKee, January 1997-May 2000

Cambridge, MA

- Used GIS technology, equipment, or systems to produce data layers, maps, tables and reports.
- Transferred or rescaled information from original photographs onto maps or other photographs.
- Supported internal departments with cartographic needs.
- Supported internal departments with GIS analysis.
- Reviewed and corrected existing digital cartographic data.

EDUCATION AND TRAINING

Bachelor of Arts, Geography, Keene State College, Keene NH

VOLUNTEER

Appointed to Town of Monterey, MA Finance Committee (2023)