

Position: Web Services Specialist	Salary Grade: 18
Department: IT	FLSA: Non-exempt

Summary

Provides support to the College's websites and distance learning community by continually updating content and providing technical helpdesk assistance. Provides a variety of multi-media and software support to ensure web pages are effective and optimum performance is achieved.

Essential Duties and Responsibilities

- Assists in the overall coordination, guidance and direction for the College's web sites and web pages for administration, student services, instruction, and on-line courses.
- Assists in creating, maintaining, revising and monitoring web pages and discussion group threads, and other interactive web components, such as streaming audio and video files.
- Performs a variety of complex and technical audio-visual duties in support of the distance learning communities and College's websites. Performs digital video recording and setting up of digital systems as necessary.
- Assists in the development of various digital audio-visual and media materials and presentations and in assuring compliance with copyright laws and/or licensing requirements.
- Ensures easy navigation for disabled students in compliance with Federal ADA requirements.
- Performs Closed Captioning Services for non-captioned web media.
- Provides assistance to faculty in certain aspects of curriculum design of on-line and distance course offerings.
- Serves as second level help desk person for the online course program.
- Provides second level technical support and training to employees and students for websites and online courses.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires a working knowledge of the principles of, and techniques used for maintenance of web sites that provide information and process transactions. Requires in-depth technical knowledge of the operational principles for digital multi-media web presentation and digital audio-visual equipment. Requires an in-depth knowledge of software browsers such as, but not limited to, Microsoft Internet Explorer. Requires web knowledge and skills that include HTML or higher, or the equivalent to enable text and form editing. Requires creative, visualization, and editing skills. Requires well-developed skills in copy editing, proper American English language composition, usage, grammar, syntax, vocabulary, spelling and punctuation. Requires knowledge of standard office procedures. Requires sufficient human relations skills to work cooperatively as part of a team and participate in discussions with staff and others outside the department to extract information about web and distant learning needs.

▪ **Abilities**

Must be able to perform all of the relevant duties of the position with general supervision. Requires a willingness to update skills on a regular basis to keep abreast of rapidly changing technology. Requires the ability to analyze well-precedented, yet technical problems and to develop and apply appropriate solutions. Requires the ability to create and edit web material. Must be able to operate and diagnose technical difficulties for all of the equipment related to digital video/media production. Must be able to work in a team environment and with individuals beyond the department in a courteous and tactful manner. Must be able to communicate technical information to 'non-technical' users. Requires the ability to give instructions to the distant learning community in use of the web. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules. Requires the ability to work a schedule that is flexible and will conform to distance education class schedules, including split shifts. May require the ability to perform work assignments at all College locations.

▪ **Physical Abilities**

Requires the ability to function effectively indoors in an office environment engaged in work of primarily a sedentary nature and to accomplish the following, with or without reasonable accommodation. Position involves light to medium walking, standing, stooping, carrying and lifting of light weight materials (under 25 pounds). Requires manual hand-eye-arm coordination to use distance learning equipment. Requires visual acuity to read numbers, letters, and images. Requires hand and finger dexterity to use a keyboard at an advanced rate, and hand-eye coordination to use a computer pointing device. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

- **Education and Experience**

The position requires an Associate's degree in a discipline related to the position and three years of experience in web creation and maintenance using current Internet technologies. Experience can be concurrent with education. Additional education or formal training in web creation may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Board approved: 11/08/07