Barstow Community College	Position Description

Position: Web Services Technician	Salary Grade: 15
Department: IT	FLSA: Non-exempt

Summary

Provides support to the College's distance learning and on-line course programs by assisting with web page setup, supporting production of technology-assisted courses, meetings, and conferences, and providing general technical support.

Essential Duties and Responsibilities

- Assists the Webmaster in creating, maintaining, revising and monitoring on-line course web pages and discussion group threads, and other related on-line printed materials.

- Receives course and other digital media, updates, and converts to Internet and intranet web pages. Converts materials to Internet format that contain text and graphics and are accessed through interactive components of the College's web site.

- Assures that web pages maintain an appealing flow and the uniformity set forth by the College with regard to visual image, fonts, icons, and layout.

- Maintains Internet templates and page archives.

- Assists with creating Internet forms by processing digital media into Internet pages output and by evaluating the end results of such processing.

- Assists Webmaster with design of transaction forms, digitized images, Java banners, bullets, charts, image maps and other graphics.

- Assists with the development of course surveys. Assists in collecting and maintaining course survey data to include student satisfaction surveys, enrollment, retention, and grade distribution data.

- May perform routine maintenance on personal computers and peripheral equipment used in connection with distant learning and on-line courses.

- Performs other duties as assigned that support the overall objective of the position.

- In the absence of the Webmaster serves as main resource person for websites and online courses.

- Serves as first level help desk person for the online course program.

Provides first level technical support and training to employees and students for websites and online courses.

Qualifications

▪ **Knowledge and Skills**

The position requires a working knowledge of the principles of, and techniques used for maintenance of web sites that provide information and process transactions. Requires a working 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 a basic understanding of file system maintenance techniques and indexing and file conversion techniques. 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 skill to work cooperatively as part of a team and participate in discussions with staff and others outside the department to extract information about web page needs.

▪ **Abilities**

Must be able to perform all of the relevant duties of the position with general supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. 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 page text and forms. Requires the ability to discuss technical information with users, discern their needs and assist in the development of programs, systems, screens, etc., which meet those needs. Must be able to communicate technical information to 'non-technical' users. Requires the ability to give basic instructions to on-line users in use of web pages. 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. 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 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 Associates degree in a discipline related to the position and one year of experience in web page content editing and creation using current Internet technologies. Experience can be concurrent with education. Additional education or formal training in web content design 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: 08/10/06