SANTA ROSA JUNIOR COLLEGE

TITLE	CLASSIFICATION	SALARY GRADE
WEB SUPPORT SPECIALIST	CLASSIFIED	GRADE: M
BOARD POLICY REFERENCE: 2012/13 Classification Review		Board Approved:

JOB DESCRIPTION:

Under general supervision, provides website development, maintenance and oversight for individual departments or programs. Assists in conceptualization and implementation of design elements and determines if websites meet usability and ADA requirements. Ensures compatibility with various platforms and monitors as well as ease of navigation. Monitors and updates current websites and hypertext links. Assists in assimilation of new software programs by training and serving as a resource for designated staff; and performs related work as required.

SCOPE:

The Web Support Specialist takes projects from the initial concept stage through completion of the website. Coordinate use of new software technology. May monitor maintenance of Student Information System Kiosks.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Develops, designs, produces and codes new web pages for individual departments and/or programs.

2. Edits, maintains and updates current web pages.

3. Maintains current knowledge of web site development trends and technology.

4. Consults with faculty and staff in the development of online services and support.

5. Consults with faculty and staff to determine related departmental web page needs and goals.

6. Provides technical support and training to faculty and staff.

7. Defines web page design criteria; ensures design is consistent with established standards.

8. May troubleshoot problems and coordinate maintenance of student information kiosks and related equipment; responds to student user questions and problems; orders, stores, and serves as on-site contact for kiosk supplies.

9. May use and maintain digital camera equipment, record Graduation and other events and provide digital graphics for websites.

10. May develop survey questions and coordinate application of student polls using new technology.

11. Supervises, trains, and directs the work of student employees.

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EMPLOYMENT STANDARDS

ABILITY TO:
Work with various clients to interpret and translate their expressed needs and ideas into concepts, and develop and translate them into effective websites; manage multiple projects simultaneously in a rapidly changing technological environment; work under pressure to meet deadlines; maintain current knowledge of emerging information technology trends and development; exercise sound editorial judgment and copy skills; follow and give oral and written directions in a highly effective manner; supervise student employees; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:
Basic foundation of knowledge and skills in technical information systems and application programs; File Transfer Protocol (FTP); ADA requirements related to websites and online services; mark-up languages such as HTML; principles of design, user interface, and website functionality; graphical user editing software; policies and guidelines relating to accessibility; digital photographic equipment and design application related to websites; advanced understanding of personal computers and a wide variety of software applications.

MINIMUM QUALIFICATIONS:
Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:
Graduation from high school and Web Site Development Certificate (or related certificate).

Experience:
Increasingly responsible experience in web design HTML programming.

SPECIAL REQUIREMENTS:
Must be able to demonstrate freedom from color blindness.