

Position: Web Support Technician	Salary Grade: 36
	BD: 07/18/12, Revised BD: 7/18/18

### **Summary**

Provides specialized design, development, and support of the College District's web site content and access. Implements the College's web philosophy and standards, updates and trains departmental staff to update content, advises presentation effectiveness, and access to ensure optimum performance. Provides writing, editing, updating and development support to internet and intranet web pages that are accessed through existing web sites.

### **Distinguishing Career Features**

The Web Support Technician provides web content training and support as part of Public Affairs oversight of the College's web site. This position requires the ability to edit web content, develop and test links, and modify existing source coding.

### **Essential Duties and Responsibilities**

- Writes, updates, and maintains internet and intranet web pages that contain text and graphics and are accessed through the College's web site. Modifies existing source coding to assure proper page linkages and compliance with College protocols.
- Ensures that District's web pages are accessible to students with disabilities according with ADA law and sections 504/508 of the Rehabilitation Act, Section 255 Guidelines, and other access to electronic information technology regulations.
- Serves as day-to-day contact between IT, web vendor, and the college on web-related issues, including problem solving and web functionality.
- Confers with administrators, faculty, and staff to clarify purpose and requirements for the web pages.
- Assures that web pages maintain an appealing flow and uniformity to the College's standards with regard to visual image, fonts, icons, and layout. Maintains HTML templates and page archives.
- Provides support, one-on-one training, and service to staff who update departmental web and related applications. Instructs basic web page editing skills to staff in other departments who may be updating selected elements of web pages.
- Assists users who are creating HTML fill-out forms by processing responses into HTML output and by managing the side effects of such processing.
- Suggests web page options to enhance the "look and feel" for internal and marketing purposes. Works with graphic arts specialists to integrate written and visual media onto web pages.
- Uses accessibility verification software or applications to check, generate, correct, and provide accessibility documents and reports on the District website.

- Works with users to troubleshoot accessibility issues of documents to be uploaded to the District web pages. Recommends changes as needed.
- May assist administrators, faculty, and staff about the similarities and differences between internet communication and other forms of outreach, communications, and public relations efforts.
- May assist Web Authors with design of transaction forms, digitized images, Java banners, bullets, charts, image maps and other graphics that require advanced programming skills.
- Meets and consults with the College Committee on Web Standards, DSPS, Assistive Technology, and IT to formulate and ensure implementation of and compliance with standards.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

## **Qualifications**

### ▪ **Knowledge and Skills**

The position requires a working knowledge of the principles of, and techniques used for design and 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. Basic knowledge of Accessibility guidelines and laws for individuals with disabilities (ADA, Sections 504 and 508 of the Rehabilitation Act; Section 255 of the Communications Act of 1934, as amended). Requires basic web programming knowledge and skills that include HTML 3.0 or higher, or the equivalent to enable text and graphics editing. Requires a basic understanding of file maintenance, indexing and conversion techniques. Requires well-developed skills in copy editing, proper 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, give instructions, facilitate discussions with staff and others outside the department to extract information about web page needs.

### ▪ **Abilities**

Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze and solve accessibility problems. Requires a willingness to update skills on a regular basis to keep abreast of rapidly changing technology. Requires the ability to analyze precedent, yet technical problems and to develop and apply appropriate solutions. Requires the ability to create and edit web page text and graphics. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Must be able to communicate technical and complex information to 'non-technical' users. Requires the ability to provide training to on-line users in use and maintenance 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. Requires the ability to maintain cooperative and productive relationships with others.

### ▪ **Physical Abilities**

Requires the ability to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. 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 a Bachelor's Degree in web design, computer-related discipline, journalism, or marketing communications, plus one year of experience in web page content editing, accessibility, and programming using HTML. Alternatively, an Associate's Degree in any of the disciplines listed above and three years of experience in web page content editing, accessibility, and programming using HTML will be considered.

▪ **Licenses and Certificates**

May require a valid driver's license.

**Working Conditions**

Work is performed indoors where minimal safety considerations exist.