

WEBSITE SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a specialized, technical position. An employee in this class assists in the creation, maintenance and expansion of an organization's website. The incumbent will assist the website manager or other higher level administrator in the development and maintenance of an organization's website and web-based applications. The incumbent is responsible for providing technical support to internal and external users relative to the use of the website. The incumbent is responsible for keeping abreast of the latest technological developments in the industry. Work is performed under the general direction of the website manager or other managerial level employee, with some leeway allowed in the exercise of independent judgment. Supervision of others is not normally a function of this class.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Assists website manager in the development of internet applications that are visually compelling and technically efficient;
2. Assists in maintaining and updating website(s) for ease of navigation, and to ensure that all information is current, accurate and accessible;
3. Updates web pages and associate images on the organization's website;
4. Converts hardcopy documents into suitable format for use on web pages;
5. Manages web-based calendar(s);
6. Collaborates with website manager to coordinate and maintain consistency of organizational design concepts and objectives of website;
7. Manages various online forums;
8. Manages web-based recruitment presence;
9. Provides website-related technical support to internal and external users;
10. Assists in researching, purchasing and developing web-based tools for web solutions;
11. Conducts web-based needs assessments for internal website needs;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of website design and creation; good knowledge of current literature, sources of information and technical developments in the Internet field; good knowledge of the principles, methods and techniques of website programming and analysis; good knowledge of HTML, Javascript, CSS, PHP, MySQL, Dreamweaver, and popular web browsers; good knowledge of the use and operation of microcomputers and related peripheral equipment; good knowledge of current search engines, content management systems and web management tools; knowledge of systems analysis as it relates to web programming, web servers and security policies including firewalls and proxy servers; working knowledge of intranets and web-based security;

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ability to create and edit various graphics including GIF and jpeg images; ability to diagnose technical problems and develop solutions; ability to establish satisfactory working relationships with employees, department heads, agencies and the general public; ability to understand and interpret complex oral and written material and instructions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Bachelor's degree in information technology, computer information systems, data processing, communications or a related field AND two (2) years of work experience in web design and maintenance or graphic design for the web;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in information technology, computer information systems, data processing, communications or a related field AND four (4) years of work experience in web design and maintenance or graphic design for the web;
- OR: (C) An equivalent combination of training and experience within the limits of (A) and (B) above.

NOTE: Qualifying experience as required in (A) and (B) above must have been obtained within ten (10) years of date of application.

ADOPTED: 07/01/11