

## WHATCOM COUNTY JOB DESCRIPTION

<b>POSITION:</b>	<b>Web Administrator</b>	<b>RANGE:</b>	<b>18T</b>
<b>DEPARTMENT:</b>	<b>Administrative Services – Information Services</b>	<b>FLSA:</b>	<b>NE</b>
<b>REPORTS TO:</b>	<b>Information Services Supervisor</b>	<b>EEO:</b>	<b>3</b>

### SUMMARY

Organizes, coordinates and facilitates efforts in the planning, design, organization, development, maintenance and consistency of County web-based services. Implements programs and analyzes effectiveness. Coordinates the collection and analysis of data and other information. Oversees interns or staff, as assigned. Exercises independent judgment in analyzing problems, issues and situations; develops and implements recommendations. Plans, conducts and presents at meetings. Assists management and other staff, as directed. Complies with legal standards and requirements.

*Depending upon assignment, the incumbent may perform some or all of the following duties, which are a representative sample of the level of work appropriate to this classification.*

### ESSENTIAL JOB DUTIES

Develops and documents procedures and protocols for the ongoing development and maintenance of the website. Assures information in pages and databases is current. Coordinates with County departments on planning, design, organization, development and consistency of website content. Provides consulting services, training, and technical support to departments on web development, e-business practices, and compliance with legal issues in web accessibility, linking, copyrighting, privacy, and security.

Prioritizes, plans and leads web-related work activities using resources effectively. Plans, conducts, facilitates, and presents at various types of meetings. Develops and evaluates project plans, and coordinates or acts as a member of a team or group. Communicates changes and progress, and completes projects on time and within budget. Plans for additional resources and integrates changes smoothly and in a timely manner.

Administers and maintains multiple web servers. Designs, maintains, and upgrades the website and linkages. Performs programming of system features and functions of web servers and search engine. Coordinates related data content to web-compatible format, including maps, photos, and images. Optimizes web architecture for navigability. Troubleshoots problems with web servers and web-authoring software. Works with network personnel on issues of hardware/software that affect the web.

Serves as a resource for other IS staff, interns, and consultants working on web-related projects, providing technical direction and facilitating problem resolution. May participate in the selection of interns and staff; provide initial orientation and training, review and direct work, and provide input on performance evaluations.

Monitors, assesses, and assures compliance; interprets and applies regulations equitably; explains services; identifies customer needs; and maintains effective relationships.

Prepares complete reports on time with supporting conclusions and recommendations.

Records information and data accurately following procedures. Tracks activity, develops individualized

plans and submits documentation on time. Researches, analyzes, and prepares recommendations regarding design issues, upgrades, and security. Researches, retrieves, updates, and analyzes complex information and data. Formulates recommendations anticipating possible ramifications and appropriately communicates significance of findings.

Completes associated paperwork and processes to procure contract services. Locates, completes and utilizes grants in meeting program objectives. Monitors and ensures all requirements of grants and contracts are met.

### **ADDITIONAL JOB DUTIES**

Assists in the planning and development of the budget, for assigned area.

Creates, updates and communicates policies, tasks, workflows and systems, as assigned.

May perform work of assigned staff or provide back-up for and assist others.

Performs other duties as assigned.

### **QUALIFICATIONS**

Requires a Bachelor's degree in computer science, information science, business, communications, or a related field, **AND** four years of progressively responsible related experience **INCLUDING** two years planning and developing large-scale or multi-department websites. Experience as a lead or project manager is preferred.

#### ***Requires knowledge of:***

The field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in this job description, including XML, XSL, Java Server Pages, Apache, Net Data, Tomcat, and others as needed.

Principles of planning, time management, project coordination, coaching, group dynamics, and program and process evaluation.

Web development cycle, web technologies, and server platforms. HTML, XHTML, CSS, and website design principles, including cross browser and platform compatibility, accessibility, user interface design and information architecture and site optimization.

Software for website administration, website editing and publishing, and photo editing. Web compatible file formats and image formats, manipulation and editing of images.

Networking and database connectivity.

Transmission Control Protocol/Internet Protocol (TCP/IP).

Business, government and legal issues in developing internet and intranet services.

Safety precautions, practices and procedures applicable to the area of assignment.

#### ***Requires the ability to:***

Design aesthetically pleasing websites, with logical structure of content and consistent visual images.

Plan, prioritize, coordinate, organize and schedule programs, processes and services. Train, direct and coach others. Prepare, research, analyze, administer and change plans, policies and work programs as necessary.

Use tact, discretion, persuasion, diplomacy, respect and courtesy to gain the cooperation and commitment of others and establish and maintain effective working relationships and rapport with public officials, department heads, co-workers, employees, consultants, interns, representatives of other agencies or entities and diverse members of the public.

Listen attentively and communicate effectively, both orally and in writing, with individuals and groups in clear, concise language appropriate for the purpose and parties addressed, including facilitating groups and preparing and making technical and/or public presentations which can be understood by non-technical listeners, and preparing and/or directing the preparation of comprehensive written reports, materials and correspondence.

Work independently and cooperatively as a member of a team.

Fulfill the commitment of the County to provide outstanding public, intra- and inter-departmental customer service.

Read, understand, interpret, analyze and apply appropriately the terminology, instructions, policies, procedures, legal requirements and regulations pertinent to the area of assignment.

Organize, prioritize and coordinate work projects, plans and assignments. Be attentive to detail, maintain a high degree of accuracy and recognize, resolve and correct discrepancies in data or information. Work effectively in a multi-task environment. Take appropriate initiative. Apply good judgement, creativity and logical thinking to obtain potential solutions to problems within the scope of knowledge and authority or refer to the appropriate source. Develop ways to improve and promote efficient work methods.

Initiate, compile, compose and/or edit correspondence, records, narrative, statistical and financial reports and other applicable documents and assure all pertinent information from appropriate sources is included and accurate.

Proficiently operate office equipment standard to the area of assignment.

Maintain current knowledge for assigned areas and adapt to new technologies, keeping technical skills up-to-date and using technology to increase productivity.

Maintain appropriate level of confidentiality on all matters.

### **SPECIAL REQUIREMENTS**

Must have a driving record that meets County standards and possess a valid driver's license at time of hire and throughout employment.

Background check must meet County criteria for security sensitive positions.

Required to become a member of the local collective bargaining unit.

**WORKING CONDITIONS**

Work is primarily performed in an office setting. Sits at computer terminals for long periods of time. May occasionally carry items weighing up to 25 pounds. Moves throughout the County facilities and drives a motor vehicle. May be required to attend meetings or perform duties outside of normal office hours. Possibility of exposure to a variety of chemical allergens and odors standard to area of assignment. Uses appropriate safety equipment and follows established work safety policies, practices and procedures.

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The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. At its sole discretion, Whatcom County may consider combinations of education, experience, certifications, and training in lieu of specifically required qualifications contained herein.

Whatcom County’s policy is to provide equal opportunity in all terms, conditions and privileges of employment for all qualified applicants and employees without regard to race, color, creed, religion, sex, age, national origin, marital status, disability, or veteran status.

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Signature

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Date