

WHATCOM COUNTY JOB DESCRIPTION

POSITION:	Web Technician	RANGE:	12T
DEPARTMENT:	Administrative Services – Information Services	FLSA:	NE
REPORTS TO:	Web Administrator	EEO:	3

SUMMARY

Performs routine technical support tasks related to web design and maintenance as directed, balancing team and individual responsibilities with minimal supervision and within established protocols and guidelines. Complies with County standards and requirements. Answers questions pertaining to departmental functions and technical matters and provides technical assistance and information as authorized.

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

Performs routine tasks related to web design and maintenance, including website upgrades and linkages, programming of system features, and functions of web servers and search engines, as directed. Optimizes web architecture for navigability in accordance with established protocols. Provides periodic progress reports reflecting accomplishments, plans, and areas requiring additional focus.

Researches, collects and analyzes complex or diverse information and data pertinent to the goals of the Whatcom County web. Identifies problems and recommends alternative solutions for resolution. Troubleshoots problems with web-authoring software, and works with network personnel on issues of hardware/software that affect the web, as assigned.

Periodically reviews department web sites for conformity to established protocols. Converts related data content to web-compatible format, including maps, photos, and images. Assists in the development of project plans; coordinates or acts as a member of a team or group. Develops and conducts training programs for staff on web software applications. May present web-related information at various types of meetings. Prepares correspondence, reports or other documents, keeping others adequately informed. Writes concisely and correctly. Organizes information clearly.

Identifies customer needs, explains services clearly and promptly responds to requests. Evaluates priorities and independently provides technical support on assigned web matters, inquiries and complaints.

Prioritizes and plans own work activities. Uses resources effectively.

Assesses compliance and interprets and applies protocols and regulations legally and equitably for assigned areas.

Maintains accurate and organized records, databases, systems and files in a manner consistent with the Web Administration Strategic Plan.

ADDITIONAL JOB DUTIES

Assists with the development of procedures and protocols, as assigned.

Performs other duties as assigned.

QUALIFICATIONS

Requires Associate's degree in computer science, business, communications, or a related field **AND** two years of progressively responsible experience in web design and maintenance.

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, procedures, functions and practices of web development, web technologies, and server platforms. HTML, SHTML, CSS, and website design principles, including cross browser and platform compatibility, accessibility, user interface design and information architecture and site optimization.

Networking and database connectivity.

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

Recordkeeping; basic mathematics, and English composition and grammar.

Computer operation and a variety of software including word processing, spreadsheet, database and software for website administration, website editing and publishing, and photo editing. Web compatible file formats and image formats, manipulation and editing of images. Safety precautions, practices and procedures applicable to the area of assignment.

Requires the ability to:

Listen attentively and communicate effectively, both orally and in writing, in clear, concise language appropriate for the purpose and parties addressed including communications to computer users and making training presentations.

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

Maintain absolute confidentiality and handle sensitive information appropriately.

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

Be attentive to detail, maintain a high degree of accuracy, make basic mathematical calculations, check data and prepare and review web pages and material in reports and correspondence. Recognize, resolve and correct discrepancies in data or information.

Read, understand, interpret and apply appropriately the terminology, instructions, policies,

procedures, legal requirements and regulations pertinent to the area of assignment.

Organize, prioritize and coordinate work assignments. 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. Exhibit reliable attendance and punctuality.

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 and other equipment standard to the area of assignment.

Maintain current knowledge for assigned areas and adapt to new technologies, keeping technical skills up to date.

Work independently or cooperatively as a member of a team.

SPECIAL REQUIREMENTS

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

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, national origin, sex, age, marital status, disability or veteran status.

Signature

Date