



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

WEB SUPPORT ANALYST

A Classified Professional Position
Grade 200S – Salary Schedule 40

A. General Statement

This is technical work at the professional level involved in complex computer systems analysis for the design, development and implementation of web-based applications. Under direction, the Web Support Analyst is responsible for determining District and customer web application needs and for coordinating the output and quality standards of the product. Public contact is extensive and involves conferring with users, potential web-page owners, vendors and staff about programming and web design and content needs. A high degree of independent judgment is required to create original designs and concepts, and to interpret policies and regulations which apply to the work. Consequences of errors in judgment can be costly in employee time, public relations, and quality standards. The Web Support Analyst can direct the work of programming, clerical and other staff on regular and special projects as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with technical staff, system users, vendors and outside programming and marketing personnel to discuss design concepts, original ideas, programming and implementation timelines, project budgets and expenditures, installation and enhancement needs and other matters; attends meetings, workshops, conferences and other events to obtain current information about marketing and web-design concepts and trends; drives a motor vehicle to off-campus sites as needed;
2. Provides leadership and direction for the District's web-based architecture, systems design and development, uniform web structure, operations, policies and procedures; serves as technical advisor for web-based District media concepts, designs and implementation; leads, coordinates and participates in advisory councils and related committees as assigned; works with technology partners and outside resources to develop and enhance the College and District web presence;
3. Conducts research to obtain information pertaining to application development tools; designs and develops original web-based applications and management systems for District internet and intranet use;

designs back-up and restores processes for web servers; integrates various web communications components (such as chat, bulletin board, white board, video conferencing) into College and District websites as appropriate; develops web standards of procedures for review and implementation;

4. Trains, supervises and evaluates the work of programming, other technical, clerical and other support staff as assigned; assesses workload and staffing needs and feasibility of new system requirements; coordinates vendor and other outside resource services as needed; work in conjunction with learning center and training staff to meet user needs;
5. Establishes, develops and implements web interfaces to production database to provide web applications for various Districtwide student and staff services;
6. Tests, maintains and manages all web links by implementing web site management software; generates and distribute usage reports on a regular basis; plans, design, and implements hardware and software upgrades for web-based applications on multiple web server platforms; determines operating systems and database structures to be used to District web-based applications; evaluates the products of external vendors to assess the use of third-party software within the District's information systems;
7. Coordinates with District learning center faculty and training staff in the use of web technologies to develop instructional materials and/or to develop and implement other types of web applications;
8. provide technical assistance for setting up instructional, student services, marketing, outreach and other administrative internets and intranets;
9. Prepare documentation of web systems, applications and sites as required; communicate with users, technical staff and learning center personnel to develop a thorough and rigorous testing of software, applications and performance before new applications are released into production.

C. Physical/Other Requirements

This classification requires Sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse, use of hand tools such as screw drivers, pliers, etc., the ability to lift equipment up to 40 pounds, crawl on the floor, work under desks and in tight places, and work on ladders.

D. Knowledge, Skills & Abilities

1. Knowledge of advanced principles, practices, trends and techniques of web-based computer system analysis, design and applications programming.
2. Knowledge of advanced database design concepts, computer hardware systems, operating systems, software applications and programming languages used to develop and implement web-based applications.
3. Knowledge of District organization, operations, policies, procedures, goals and objectives, particularly related to media outreach and marketing.
4. Skill in verbal and written communication.
5. Skill in training, supervising and evaluating the work of others.
6. Skill in working and communicating effectively with people of diverse cultures, language groups and abilities who are at various levels within an organization.
7. Skill in coordinating and working with multiple projects with similar completion timelines.
8. Skill in designing, analyzing, installing, implementing and enhancing web-based systems from original ideas and from the ideas of others.

9. Skill in performing complex computer systems and database analysis and design, and in performing a variety of complex applications programming duties.
10. Ability to analyze situations accurately and adopt an effective course of action and outcome evaluation.
11. Ability to work effectively as part of a team.

(11/2017)