



WEB SUPPORT TECHNICIAN

SALARY GRADE: [C1-54](#)

DEFINITION:

Under the direction of an assigned supervisor, design, write, implement and maintain Internet and Intranet web pages and World Wide Web applications; writes programs to help present information in usable format; provides user support.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Responsible for developing and implementing web sites using college and District technology standards.
2. Assist in installing, configuring and maintaining Internet services such as listservs, newsgroups, and bulletin boards and chat groups.
3. Meet with staff to design and address technical issues for site web pages.
4. Design backup and restoration process for web servers.
5. Assist in the development of standards and policies specific to a particular department/program for web page development and usage.
6. Document technical guidelines for site web pages and applications.
7. Generate usage reports on a regular basis.
8. Maintain awareness of ongoing opportunities in the use of the Internet to keep others informed and to improve the use of Internet technology.
9. Provide technical support to users.
10. Perform other related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Principles, practices and techniques of web-based computer system analysis, design and applications programming.
2. Web servers and site management tools.
3. Software browsers such as Netscape and MS Internet Explorer Website security procedures.
4. Database design concepts and Internet database protocols Operating systems such as Windows NT and Macintosh OS Internet protocols such as TCP/IP and DNS.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Develop web pages using HTML and web authoring tools.
3. Install and configure Hypertext Transfer Protocol (HTTP) servers.
4. Write scripts, program and generate reports with web-connected databases

5. Communicate effectively with staff, users and management on technical and non-technical issues.
6. Work independently and as part of a team.

Education and Experience

Any combination equivalent to:

1. Associate's degree supplemented by college-level coursework in web development or computer science.
2. Two (2) years experience of web page development including HTML programming and a scripting language.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Walking.
6. Reaching overhead, above the shoulders and horizontally.
7. Bending at the waist, kneeling or crouching.
8. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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