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## **WEB SUPPORT TECHNICIAN**

### **DEFINITION**

Under general supervision, provides technical support in the design, development, installation, and maintenance of websites, web applications, and related technology; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned supervisor. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the journey-level technician responsible for providing customer service and troubleshooting to resolve website and web application issues. The work involves frequent contact with others and coordination of activities. Positions at this level receive only occasional instructions or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Web Developer in that the latter is responsible for developing, designing, and implementing website architecture, server, and content, as well as integration with other applications and systems.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

- Provides technical support to staff, faculty, students, and the public on the operation and use of the District's website.
- Diagnoses problems, performs troubleshooting and remedial actions to correct problems, and/or recommends and determines solutions.
- Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
- Maintains the content for the website; ensures that website design and content are consistent with established style and graphics standards and in compliance with applicable college and District policy and procedures; recommends appropriate website standards, procedures, and practices.
- Installs, configures, and maintains web applications and software.
- Administers backup and restoration process for web servers.
- Monitors website usage; generates reports on web usage statistics; evaluates website accessibility and functionality.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices used in the operations, maintenance, and management of web-based systems, content, design, and applications.
- Internet architecture and web server technology.
- Web usability and navigation accessibility.
- Methods, principles, practices, and techniques for troubleshooting and determining the causes of web problems, errors and failures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- District policies and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

### **Ability to:**

- 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.
- Create and maintain web pages and content using various web development, scripting, code editing, and content management tools.
- Install and maintain web servers and related technology.
- Use a variety of techniques, methods, and tools in the maintenance of websites.
- Maintain accurate logs, records, and basic written reports of work performed.
- Understand and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an Associate's degree from an accredited college with major coursework in web technologies, computer science, or related field and two (2) years of experience in web content and application development.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees occasionally and must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors.

**Salary Grade:** C1-66

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021