JOB TITLE	DEPARTMENT	JOB LEVEL
Web Applications Specialist	Library Applications	T1
CLASSIFICATION	REPORTS TO	SUPERVISES
Full-Time Exempt	ILS Systems Administrator	n/a

POSITION SUMMARY

Under the general direction of the ILS Systems Administrator, develops, manages, and maintains the library's web services running on the Joomla platform. Enforces standards and consistency in layout and information architecture for the internal and external websites. Provides guidance and expertise to library staff in implementing new Library Applications systems and refreshes existing systems.

ESSENTIAL RESPONSIBILITIES

- Creates, modifies, and maintains web pages for the library's websites and its Staff Information Portal
- Collaborates with and supports design staff and content creators
- Maintains the information architecture of internal and external sites
  - Tracks the staff or department responsible (content owner) for the content of each page
  - Facilitates discussion between the content owner and other staff requesting edits
  - Enforces or consults on webpage layout and taxonomy when contradicting edits are requested
  - Suggests edits to webpage layout and taxonomy to improve usability
- Configures, manages, maintains, and recommends web-based application services
- Configures Google Analytics account as needed
- Identifies and corrects problems with websites and applications as required to keep systems in operating order
- Maintains and updates a backup and archive strategy for website content
  - Executes and maintains a backup plan for webpage content
    - Frequency
    - Method
    - Storage needs
    - Suggests improvements to the backup plan
  - Executes and maintains an archive plan of webpage content
    - Criteria for content to be archived
    - Method and process for archival (including communication)
    - Storage needs
    - Suggests improvements to the archive plan
- Assists in the development and maintenance of the library's custom web applications

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- Assists with troubleshooting and updating self-check solutions deployed at all library facilities
- Discovers, evaluates, and suggests new technologies to maximize development efficiency
- Assists in the support of the library's ILS
- Coaches library's web content creators to use efficient and effective web development practices
- Builds and manages relationships with project stakeholders to understand the context and impact of the project
- Keeps abreast of developments in web programming languages, website usability practices, and other computer technology through literature review, user groups and attendance at workshops or formal classes
- Communicates with individuals at various levels throughout the library and makes decisions independently or with feedback from Library Applications team members
- Contacts contracted technical support providers as needed
- Attends and participates in technology-related, departmental, and library meetings and training events as required
- Supports Library Applications team members with departmental projects and development
- Other library related duties as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Ability to write and troubleshoot HTML, CSS, and JavaScript coding
- Ability to build responsive websites
- Ability to configure and maintain web-based application services
- Ability to configure, maintain, administer, and support a CMS platform
- Ability to configure, maintain, and support a hosted website
- Proficient knowledge of user experience best practices and web conventions
- Proficient knowledge of Microsoft Office, Windows Operating Systems, and other industry desktop applications
- Must be detail-oriented and have good organizational skills to meet deadlines
- Strong time management skills to manage multiple projects and ability to work in a fast-paced environment
- Effective oral and written communication skills for communicating with staff, customers, and technical support providers
- Demonstrated ability and patience to provide technology-related training and support to other staff and end-users
- Ability to exercise good judgment in evaluating situations and making decisions
- Ability to use tact and sensitivity in personal interactions, and respect confidentiality
- Ability to function effectively independently and collaboratively as part of a team
- Demonstrates support for innovation and organizational changes needed to improve the library's efficiency and effectiveness

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EDUCATION/EXPERIENCE QUALIFICATIONS

Two years of college with technical or advanced coursework in computer science, or three years of combined education and experience which provides the skills needed for effective job performance

TOOLS/EQUIPMENT

Use of the following equipment: computer and all related equipment, laptops, printers, and telephone system.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to staff, customers, and technical support providers, both in person and in telephone conversations
- Must have visual ability to see computer screen and computer keyboards
- Must be able to manipulate computer and keyboards, laptops, calculator
- Must be able to type with great accuracy and attention to detail
- Must be able to perform repetitive hand motions for extended periods of time
- Must be able to sit or stand for extended periods of time during work period
- Must be able to move distances of more than 50 feet within the building
- Must be able to work scheduled hours, which may include days, evenings, and weekends, and meet general attendance requirements

*The scope of the job may change as necessitated by the library's operational demands.

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