The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:
An experienced-level position focuses on information planning and information designing to best articulate organizational purposes and goals to the target audience.

Characteristic Duties and Responsibilities:

1. Works with internal clients to understand their business models and goals to help define strategy, content and features for design of their websites and/or applications.
2. Develops detailed user interface documents, mock-ups, and prototypes in conjunction with the team designer to provide a greatly enhanced and usable series of applications.
3. Analyzes and documents user requirements and information related to the development of various web applications. Use this information to determine the best workflow and approach to a user experience within the application.
4. Identifies complex problems, troubleshoots and provides solutions to assist clients.
5. Interacts with vendors to resolve problems and stays abreast of new updates.
6. Coordinates with other units within Information Technology Services to resolve problems as necessary.
7. Analyzes, designs and implements plan for new systems or processes.
8. Manages the design, development, and maintenance of general web architecture and web applications.
9. Directs the technical team to ensure that the application architecture is adhered to throughout the development process.
10. Provides technical leadership to ensure the optimum security of all of the institution’s intellectual properties and personal data.
11. Works with faculty, staff, and the development team in order to establish, promote, and enforce design and site guidelines.
12. May support Information Technology Services operations for a specific location or users/events from outside of the college.
13. Provides recommendations and implementation on optimizing standard processes as related to client service.
14. May assist with coordination of projects.
15. May implement business analysis and change management as needed.
16. Maintains a broad knowledge of technology, equipment and/or systems within field of work.
Job Title: Director of Web Development  
Grade: O  
Department: Emerging Technologies – Information Technology Services  
FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

17. Performs other duties as assigned.

Reporting Relationships:
Direction Received: Receives direction from the Director Web Development  
Direction Given: Provides functional guidance to less experienced staff or to team members on assigned projects

Minimum Requirements:
Associate’s Degree from a regionally accredited institution in Computer Science or a Information Technology related field; a certification relating to web development or web design; 5 years of experience relating to Web Development

Preferred Qualifications:
Bachelor’s Degree

Knowledge, Skills, Abilities and Worker Characteristics:
Knowledge and skills in website development, architecture and navigation  
Strong understanding of usability practices, information design, hierarchical analysis, architecture design  
Understanding of user interface design processes and methodology  
Working knowledge of User-Centered Design principles and practices  
Depending upon the operational needs of the department, advanced to expert-level of knowledge and skills in the following areas:
- Windows Workstation and Server
- Windows, Macintosh and other operating systems
- Hardware devices
- Local Area Network (LAN) and remote access troubleshooting
- Network and LAN fundamentals, including network interface connection and user installation, network topologies, LAN administration, servers and network architecture
The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

- Voice communication equipment
- Microsoft Office Suite software, third party systems accessed software via desktop client or web-based client
- Internet technology, HTML, CSS
- Architecture-related software (Illustrator, Visio, Photoshop Server, Acrobat, Dreamweaver)

Intermediate-level of ability to operate, install, maintain, configuring and troubleshoot highly technical computers, local and wide area network equipment, servers

Moderate-level of project management skills

Ability to maintain effective working relationships with those contacted in the course of work

Ability to efficiently manage time and organize work

Ability to communicate clearly, verbal and written

Ability to maintain a client focus in providing technology services

**Working Conditions:**

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse; possible shift work and 24-hour on-call assignment.