JOB TITLE: Web Applications Technician

BASIC FUNCTION: Under the direction of the area Manager, ensures that all content contained within websites and other modes of electronic communication are current and collaborates closely with the Office of Strategic Communications and Relations and other departments to ensure the consistency and quality of information available via the Internet. Provides writing, editing, updating and development support to internet and intranet web pages that are accessed through existing web sites. Assures that all web pages comply with appropriate policies, branding, and standards.

PROVIDES WORK OR LEAD DIRECTION TO: Student workers.

REPRESENTATIVE DUTIES:
1. Creates new and existing web pages as necessary using website authoring applications.
2. Maintains the various databases for the district website, event calendars, and news.
3. Creates and assigns content management roles; instructs staff members in other departments on basic web page editing skills who may be updating selected elements of web pages using our current content managing system (CMS).
4. Develops browser-based forms for internal and external use.
5. Develops and implements electronic board book for the Office of the Chancellor in preparation for bi-monthly Board of Trustees meetings to maintain compliance with the Ralph M. Brown Act.
6. Tests multiple web browsers for application compatibility.
7. Troubleshoots and diagnoses problems related with user access, error messages, various web-based applications, and recommends corrective action.
8. Analyzes log files and identifies key metrics for marketing purposes.
9. Liaison between division and department contacts to continue development of their sites.
10. Edits/redesigns templates/structures/images for content using web development tools.
11. Develops online training materials, demos and form enabled PDF's.
12. Ensures compliance with applicable legal requirements and the District's policies and procedures on website usage.
13. Maintains current knowledge of web technologies.
14. Maintains records for software licensing and service agreements.
15. Creates requisitions and travel requests.
16. Assists in event planning in collaboration with the Office of Strategic Communications and Relations.
17. Participates in District-provided in-service training programs.
18. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
19. Performs other duties, related to the position, as assigned.

EDUCATION: Associate's degree or 60 units of coursework from an accredited institution is required. Additional qualifying experience may be substituted for the associate's degree on a year for year basis with one year of full time experience equaling 30 semester units of college.

EXPERIENCE: Two years of web development and/or content management experience is required. Two years of Microsoft SharePoint experience is preferred. Experience with electronic workflows is desired.

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LICENSES/CERTIFICATIONS: Certificate in Web Development is desired.

KNOWLEDGE OF: Microsoft Office SharePoint Server, MS SQL Server, web development tools (Adobe Dreamweaver, Adobe Photoshop, Adobe Captivate, SharePoint Designer), FTP, Section 508 accessibility standards, desktop applications (Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Powerpoint) Adobe Acrobat, accounting software (i.e. Galaxy).

ABILITY TO: Work independently and as a member of a team; collaborate with other departments; develop and edit electronic content; communicate effectively over the phone, via e-mail and in person; pay close attention to detail; learn budget application procedures; and to understand the necessity of network security systems.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Classified staff, faculty and administrators

WORKING CONDITIONS: Normal office environment

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.