

## COLLEGE OF CENTRAL FLORIDA

### JOB DESCRIPTION

JOB TITLE: WEB DEVELOPER/COMMUNICATION SPECIALIST

PAY GRADE: P-12

OVERTIME STATUS: NON EXEMPT

#### MAJOR RESPONSIBILITY:

Responsible for developing and maintaining the college's web page and for technical support of the college's telephone system.

#### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: Associates degree in Computer Science or a related degree required. A high school diploma and a minimum of five years work experience with PC computer systems or five years work experience with telephone systems, may be substituted for the education requirements.
2. Years of experience in field: Minimum of three years of experience combining the following areas: evaluation, installation and maintenance of PC computer systems, analysis of operating systems, technical writing or editing, computer education or training.
3. Special skills or abilities related to position: Must possess good written and oral communication skills; ability to establish and maintain tracking systems for monitoring service requests, ability to program in HTML or comparable Web languages, able to demonstrate successful development and maintenance of Web Page(s); ability to establish and maintain effective work relationships with department officials and other employees, ability to establish and maintain effective work relationships with vendors and technical support persons from other agencies or firms.

#### ESSENTIAL JOB FUNCTIONS:

1. Train users in operation and special features of the college's telephone systems, including one-on-one and classroom training sessions.
2. Develop and maintain PC based tracking systems to record service calls on telephone equipment and problem logs.
3. Develop and work request system for telephone services requested by departments.

ESSENTIAL JOB FUNCTIONS (Continued):

4. Diagnose and troubleshoot telephone system problems, call for service from contract technicians.
5. Maintain the college's Web Page. Develop and implement a schedule for updating standard information (catalog, schedules, and directories).
6. Assist college staff in developing materials for placement on the college's Web Page.
7. Serve as a member of the Web Page Committee.
8. Maintain the college's web server.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Able to sit at a desk and view a display screen for extended periods of time
- Ability to access, input, and retrieve information from a computer or other electronic device
- Light (up to 15 pounds) lifting
- Walking
- Standing
- Sifting

ENVIRONMENTAL CONDITIONS

- Works in an office environment
- Works in telephone switch room

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Building 2, Ocala Campus

SUPERVISOR OF POSITION: Chief Information Officer