# WEBMASTER

## Definition:

Under general supervision performs specialized technical and professional work in the development and maintenance of computerized data relative to City's internet and intranet sites; performs technical web site input, trouble shooting, editing and analysis; makes recommendations regarding related upgrades and security issues and performs related work as required.

## Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates and maintains the City's web site including coding and troubleshooting web pages for internet and intranet functions.

Maintains standards and procedures for web page design and site maintenance.

Participates in the design and implementation of systems and web pages.

Assists and advises a variety of City staff on web site issues including web page change requests and program operational problems and takes corrective action as needed.

Participates in the training of users for new or modified application programs, web pages and related procedures.

Performs installation, configuration and upgrade support on all servers in support of internet/intranet activities in City Hall and in other City buildings/facilities.

Performs backup and recovery tasks to assist in the maintenance of databases and data systems.

Provides a variety of other related tasks to include analyzing web traffic, obtaining data from users and writing software programs.

Evaluates software packages and makes recommendations for new software.

Attends meetings with consultants, City officials and outside agencies to meet project requirements and resolve concerns/conflicts.

Provides training and assistance to new web users.

Makes oral and written reports and prepares related material and statistical data.

Operates web-related and other computer equipment and applies a wide variety of software to web/internet/intranet tasks.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and moves boxes of records and other items weighing 30 pounds or less.

**Class Characteristics:**

Webmaster is a single incumbent professional/technical position in the Administrative Services Department with duties related to the support of the City's internet and intranet functions. The incumbent works independently on technical assignments and may provide direction to others.

**Contacts and Relationships:**

The Webmaster establishes and maintains contact with staff in the Administrative Services Department and staff in other City departments. Some contact will occur with department heads. Additional contact will occur with the public, related vendors/consultants/contractors and other public agencies.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

Principles, practices and techniques of internet/intranet programming, languages, databases, computer programs, on-line programming, programming documentation and other computer applications related to area assigned.

Web site content development techniques, architectural design, visual design and graphics design related to web site functions.

Practices and trends in web site programming and use.

Methods of research, analysis and report writing as they relate to area assigned.

English usage, spelling, grammar and punctuation.

**AND**

**Ability to:**

Analyze, design, program, install and maintain programs, web pages and on-line forms.

Develop test plans to determine web site functionality.

Use a wide variety web site related software.

Perform a variety of IT related tasks and activities including data input and document generation.

Understand and carry out oral and written instructions independently.

Read, interpret and apply complex technical publications, manuals and other material.

Research, compile and analyze a variety of materials related to the area assigned.

Handle multiple deadlines and multiple projects.

Work in accordance with established policies and procedures.

Communicate effectively orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Meet the public with courtesy and tact.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

Bachelors Degree from an accredited college or university in a related field with substantial course work or other training in web design to include internet/intranet graphics design.

**AND**

**Experience:**

Two years of increasingly responsible web server management/developer experience working in LINUX, PHP, MySQL, XML, CSS, Html, Dream-weaver, FrontPage, Macromedia Flash, Java Script, ASP (VBS)ActiveX programming and Adobe Photoshop to include some networking and internet/intranet infrastructure experience.

**Special Requirements Include:**

Must be able to work a flexible schedule to accommodate City needs.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed indoors in an office environment. The incumbent sits for extended periods of time, operates a computer, screen and related equipment, stands, walks, reaches, bends, reaches, grasps, kneels, climbs step stools, crouches, crawls, twists, bends and may lift and move boxes of records and other items weighing 30 pounds or less. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Exempt – Special Exemption for Computer Software Employees.

Established July 2005 from MIS GIS/Web Specialist.