PALOMAR COLLEGE

Classification Title: Web Analyst

Department:	Telecommunications – Grants	**EEO6 Code:**	3
Employee Group:	Classified	**Salary Grade:**	43
Supervision Received From:	Manager, Web Development Services	**Date of Origin:**	9/2016
Supervision Given:	General Supervision	**Last Revision:**	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs a variety of functions related to the design, development, implementation, maintenance and associated security requirements of Telecommunications and Technology Infrastructure Program (TTIP) South websites that serve over 110 community colleges and the California Community Colleges Chancellor's Office (CCCCO) for the California Community College system.

DISTINGUISHING CHARACTERISTICS.

The Web Analyst is distinguished from Multimedia Development Specialist by the former's responsibility for web design, development and maintenance for TTIP South, which serves all the California Community Colleges and the CCCCO, while the latter classification is responsible for creating multimedia presentations used in Palomar College's online class management system and other web-based academic technology systems.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs a variety of functions related to the development, implementation and maintenance of multi-purpose websites including data requests and analyses, system capacity analyses, database design, systems performance, response time and documentation requirements for TTIP South website projects.

2. Consults with project teams regarding the creation and production of web layouts and graphics including icons, logos, banners, special sections and other elements; works closely with project teams to ensure websites meet the objectives of content, audience satisfaction and functionality.

3. Serves as a primary source for information, consultation and recommendations on matters related to website design and maintenance; performs periodic system maintenance functions and updates of assigned websites; provides requirements and direction to contracted resources.

4. Develops system requirements and business solutions; conducts extensive quality assurance and testing and trouble-shoots appropriate remediation with developers in order to determine acceptable levels of production performance.

5. Designs, develops, implements and maintains customized applications; assists in architecting the underlying infrastructure of web properties; develops and administers Internet and intranet portals to include programming web parts, virtual working environments, user authentication and security, and integration with other web services.

6. Designs, coordinates, updates and maintains applicable databases and develops filters specific to target audience; develops and maintains archive conversion processes.

7. Supports and maintains the websites of present and future telecommunications projects; assists users in resolving problems and determining software needs; provides technical support for intranet development and maintenance, third party application implementation and web server administration.

8. Conducts routine website audits to maintain consistency of presentation, optimal functionality and proper operation of interactive components and features; monitors and reports on website activities and traffic.

9. Maintains web security by ensuring appropriate firewall configurations are implemented.

10. Maintains cross-platform and cross-browser compatibility to allow website access from various environments.

11. Oversees transfer of files and memory allocation for websites on the server.

Marginal Functions:

1. Stays abreast of industry trends and all applicable technologies.

2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of progressively responsible experience in systems analysis and applications design, including at least three years of experience in the development and use of web technologies.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, management information systems or a closely related field.

Knowledge of:

1. Advanced principles and practices of computer science and information technology as they apply to assigned areas of responsibility.

2. Principles, methods and techniques utilized in the design of web architecture and applications including standard web programming languages and web development tools.

3. Current and emerging web technologies and associated products, tools and equipment.

4. Network and operating system architectures, characteristics, components, uses, protocols and limitations.

5. Network security principles and practices.

6. Database systems and software.

7. Methods and techniques of installation, configuration and troubleshooting a variety of web server systems.

8. Methods and techniques for preparation of systems and customer documentation.

9. Internet browser applications, hypertext markup language (HTML), editors, plug-ins and operating system extensions.

10. Web-based electronic mail, forms, databases, newsgroups search engines, list servers, Adobe Flash animation and other inactive applications.

11. Basic principles and practices of systems administration applicable to assigned responsibilities.

12. Local, state and federal regulations, including terminology and processes applicable to areas of assigned responsibility.

13. Project management tools and techniques, including preparation and oversight of detailed project schedules and metrics and change management and control procedures.

14. Principles and practices of sound business communication.

Skill in:

1. Performing business process analyses and reaching sound, logical conclusions regarding customer needs and business requirements.

2. Understanding and applying the analysis of functional requirements to the development of systems proposals, specifications and recommendations for efficient, cost-effective web technology solutions to customer requirements.

3. Supporting and maintaining websites.

4. Designing, developing, implementing, maintaining and supporting secure web architecture, web portal and/or non-portal interfaces and web applications to ensure optimal functionality, integrity and security.

5. Manipulating and creating web graphics and extracting database information.

6. Planning and completing projects efficiently and in accordance with established quality standards.

7. Troubleshooting and resolving website, application, database and network problems.

8. Preparing clear, concise and accurate systems documentation and reports of work performed.

9. Making sound independent judgments within established policy and guidelines.

10. Communicating clearly and effectively orally and in writing.

11. Keeping technical skills current to meet continuing web development assignments.

12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

13. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: Incumbents work primarily in a computer environment amid noise, some dust and regular exposure to video screens, electrical and electronic equipment.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; use hands repetitively to operate computers and standard business equipment; near visual acuity to read computer screens.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.