

Sutter County Superintendent of Schools

**CLASSIFICATION TITLE: Web / Help Desk Technician**

**Salary Range: 35**

**DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:**

Under general direction, perform a variety of specialized duties involved in the design, development, and maintenance of internal and external education-related Web sites for the County Office, and provide support for special projects and events.

**DIRECTLY RESPONSIBLE TO:** Director of Information Systems Technology

**SUPERVISION OVER:** None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification).

**Web Design/Maintenance:**

Determine proper content and artistic and visual layout for Web sites to maximize effectiveness and meet County Office goals and objectives; operate designated computer systems, specialized software (Macromedia Dreamweaver, Macromedia Flash, Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Sorenson Squeeze, etc.), and peripherals to create Web sites and graphic designs and layouts; design and implement a variety of Web site features and applications; design and assure functionality of links, online forms, surveys, and scripts; evaluate Web sites to assure ease of use, consistency, clarity, and up-to-date links; update Web sites with new information, links, and publications, as needed; work with clients in updating, maintaining, and troubleshooting Web sites; collaborate with clients and departments in developing and implementing Web projects; confer with users to determine Web site page application needs and requirements; analyze requests for Web site additions, solutions, and revisions.

**Technical Support:**

Respond to inquiries and provide detailed and technical information concerning related operations, activities, schools, data, events, policies, and procedures; test and debug Web sites, pages, and related applications; select, install, and support appropriate software and hardware to implement and maintain a Web site, including backup, restoration, and disaster recovery; serve as a technical resource to staff and the public concerning the County Office and school districts; compile, maintain, and update files and databases with resource information; assist with the preparation of related publications, development of themes, coordination of communications, and composition of presentations; assure projects meet established timelines and specifications; assist with setting up equipment for special events.

**Design/Print Materials:**

Research, prepare, compose, design, and edit a variety of publications and documents; utilize artistic, photographic, graphic, audio, video, and desktop publishing techniques; create, scan, and modify photographs, icons, and graphics for Web site use; select type style, size, fonts, templates, spacing of letters and text lines, placement, size and type of photos, and artwork to be used; prepare, review, proofread, and edit copy.

**Other Duties:**

Perform a variety of administrative and clerical support duties as directed; prepare and distribute a variety of reports and correspondence; assist with planning and coordinating special events for the County Office as needed; perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

Education and Experience:

Any combination equivalent to a degree or specialized training in computer science, communications, public relations or related fields, including work in the development and programming of Web sites which demonstrates the ability to perform the duties and responsibilities as described.

Licenses and Other Requirements:

A valid California driver's license and proof of insurability in order to drive from one worksite to another when necessary.

Knowledge of:

Principles, practices, and procedures of Web site design, development, and implementation; computer graphics, page layout, image scanning, HTML (and associated standards and practices), Internet marketing; web site hosting and publication, programming languages (CGI, Perl, XML, DHTML, PHP) and software (Macromedia Dreamweaver, Macromedia Flash, Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Sorenson Squeeze) used in Web page development; principles, practices, procedures, equipment, and techniques involved in the composition, editing, layout, design, and production of publications and Web documents; artistic, photographic, graphic, and desktop publishing techniques; general principles and techniques of public relations and marketing; oral and written communication skills; correct English usage, grammar, spelling, punctuation, and vocabulary; interpersonal skills using tact, patience, and courtesy; methods and procedures of operating computers and peripheral equipment; recordkeeping and report preparation techniques.

Skills and Ability to:

Research, prepare, compose, design, edit, and distribute a variety of Web documents and publications; design and assure functionality of links, online forms, surveys, and scripts (javascript, CGI, etc.); apply principles and techniques of computer programming and data structuring to specific problems or requests; demonstrate proficiency in designated computer programming languages; proofread, edit, and revise Web documents and publications; determine proper content and artistic and visual layout for Web sites to maximize effectiveness and meet County Office goals and objectives; operate computers and peripheral equipment properly and efficiently; learn and understand policies and objectives of assigned programs and activities; analyze situations accurately and adopt an effective course of action; work independently with little direction; maintain records and prepare reports; meet schedules and timelines; communicate effectively both orally and in writing; establish and maintain cooperative and effective working relationships with others.

Special Requirements:

The usual and customary methods of performing the job's functions requires the following physical demands:

Sitting for extended periods of time; standing and walking short and long distances; occasional to frequent lifting and carrying of 20-35 lbs; bending; frequent and repetitive use of hands (keyboarding); ability to use computers and other technological equipment for extended periods of time; use of telephone; specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.