Web/Client - Server Application Administrator

BASIC FUNCTION:
Under the direction of an assigned supervisor, be responsible for the development and maintenance of web and client-server based applications that support our current administrative systems. Provide design, programming, and technical support during setup and maintenance of these applications as needed. Work independently to develop web-based and/or client-server applications to solve complex administrative problems. May be sole programmer on variety of projects. In collaboration with designated college administrators and technology committees, assist in the creation of policies and procedures to ensure quality support and fully operational online delivery of services.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:
1. Provide technical support to staff in the system administration of third-party web and client-server based applications that support Administrative Systems such as FRS, HRS, and SIS.
2. Analyze staff and student needs to determine specifications and design for interactive applications.
3. Convert, setup, and maintain applications on designated servers from various disciplines.
4. Install, configure, and maintain Internet services and tools, such as ISP accounts, listserves, newsgroups, and bulletin boards and chat as appropriate to support on-line applications.
5. Write, debug, test and document various programs using on-line tools, languages, and utilities
6. Work as member of a team to create applications used by faculty, staff and managers.
7. Post and update information on the ETS web sites.
8. Support web-based content management systems; assist in their specification and selection, providing technical information and input to decision-makers.
9. Troubleshoot, address, and resolve technical problems with web and client-server based applications.
10. Develop technical support standards and policies to ensure effective setup and maintenance of web and client-server based applications.
11. Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
1. HTML, XML, UNIX, LINUX, Photoshop, application programming interfaces (APIs), web editing applications, cgi programming, JavaScript, content and course management systems and operating systems, such as Dreamweaver, WebCT, Etudes, Java, Flash, Shockwave, Blackboard, Manila, Win98/2K/NT, and Mac OS.
2. Principles and techniques of systems and programming work including analysis, design and documentation.
3. Techniques of testing and debugging computer programs.

ABILITY TO:
1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Develop web pages using HTML, cgi, JavaScript, and web authoring tools.

3. Write scripts, program and generate reports with web-connected databases.

4. Use application software and understand systems utilized for various projects.

5. Operate computers, scanners, digital cameras, and peripheral equipment properly and efficiently.

6. Communicate effectively both orally and in writing with faculty, staff, and other users of instructional technology and administrative applications on technical and non-technical issues.

7. Design, code, compile and implement structured computer programs.

8. Test, debug and document programs.

9. Train others on new programs.

10. Work effectively with individuals of widely varying technical ability.

11. Maintain current knowledge related to technological changes in the field.

12. Be responsive to user requests, using tact, patience, and courtesy.

13. Meet schedules and timelines.

14. Plan and organize work.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: Bachelor’s Degree in computer science and three years programming experience in either the Windows or Macintosh environments. Development of web-based environments and extensive training in programming is required.

PREFERRED QUALIFICATIONS:
Experience with the implementation and delivery of web-based and client-server based applications that provide service to student, faculty and staff user groups.

WORKING CONDITIONS:

Environment:
1. Office environment.
2. Constant interruptions.
3. Flexible work schedule and place.

Physical Abilities:
1. Dexterity of hands and fingers to operate a computer keyboard, instructional design aids and equipment.
2. Seeing to read various materials.
3. Reaching overhead, above the shoulders and horizontally.
4. Sitting for extended periods of time.
5. Hearing and speaking to exchange information in person or on the telephone.

DATE APPROVED:
RANGE: N-70
EEO: H-30