Skill Category: Tech/Para-professional
Position (Employee) Class: 4N342 (N1)
Grade: 15
Date: 08/2017

Department: Office of Information Technology Services

Education & Experience Requirements: Associates degree or two years (60 hours) college with at least two years experience in Development, Testing, and Application Support of internet and intranet sites and systems. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose Of Position: Develops, tests, maintains, and oversees university, college, or division web and intranet sites and other similar web-based media to ensure optimal performance and availability.

Supervision Given & Received: Works under minimum supervision and provides supervision to student employees and full-time employees as assigned.

Primary Responsibilities: Develops moderately complex architecture and system design in multi-tiered and distributed environment based on university needs. Develops, tests, and maintains web pages for university, college, and division sites and moderately complex IT solutions utilizing dotCMS content management system. Performs cross-platform and cross-browser development and testing. Develops and modifies templates and tools within the dotCMS content management system. Writes training and FAQ documents to explain web and intranet functions as needed. Participates with clients in the analysis of business process/information flow and the creation of appropriate applications model. Receives and responds to incoming calls, pages, and/or e-mails regarding computer, hardware and/or software issues. Provides guidance to other team members as required. Performs other related duties as assigned.

Other Specifications: Technical skills including XHTML, PHP, JavaScript and MySQL as well as a working knowledge of graphic and web design tools such as Adobe Photoshop and Dreamweaver. In addition, incumbent should possess expertise in communicating technical information to non-technical audiences and interacting with a variety of people to gather information and requirements. Effective interpersonal skills, strong written and oral communication skills, and a strong customer-service orientation are required. This position involves the ability to set priorities and procedures for accomplishing work based on previous experience and knowledge of organizational policies and procedures. Work is of moderate technical complexity and issues are resolved based on knowledge from experience and/or college level courses. Policy interpretation is limited to situations which have been previously defined and where parameters have been established. During emergencies, operational failures, and peak use periods, employee may be called in when off shift to work an extended shift. Special procedures sometimes require extended hours. Some travel is required.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.