
Staff Classification Description – Web Services Manager

Skill Category: Professional

Position (Employee) Class: 3N585 (E1)

Grade: 22

Date: 11/2011

Department: Office of Information Technology Services

Education & Experience Requirements: Bachelor's degree with at least five (5) years related experience. A combination of experience, training, certifications, and education that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Plan, organize, design, and manage staff and overall support for campus web sites, My Sam intranet, mass e-mail and managed digital signage. Plan, coordinate and design IT-related activities for the organization as well as provide some administrative direction and support for daily web and digital support activities.

Supervision Given & Received: Incumbent oversees work of professional staff, technical staff and student employees. Work methods are not prescribed and incumbent is expected to work issues out based on job knowledge. Works independently and receives general direction.

Primary Responsibilities: Works with clients and technicians to identify and deliver required web, intranet, mass e-mail and digital signage services. Ensures ADA compatibility for web and related projects. Installs, configures, tests, maintains, monitors, and troubleshoots associated web, intranet, mass e-mail and digital signage technologies. Develops 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. Manages campus processes for ensuring ADA compatibility for web and related projects. Provides training and support to clients and staff on related software operations and other technical issues. Receives and responds to incoming communication regarding web, intranet, digital signage and mass email related incidents and service requests. Monitors the performance of web, intranet, mass e-mail and digital signage tools and provide performance statistics and reports. Helps with preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring web, intranet, mass-e-mail and digital signage performance. Assists in developing long-term strategies and capacity planning for meeting future needs. Aids in development of business continuity and disaster recovery plans, maintains current knowledge of plan executables, and responds to a crisis in accordance with business continuity and disaster recovery plans. Manages operations staffing, including recruitment, supervision, scheduling, development, and performance evaluation. Manages the campus Web Services team in developing online solutions and providing training and support to clients and staff on technical issues. Monitors and prepares payroll timesheets and exception reports for staff and student assistants. May interpret and implement complex policies affecting the department and university. Performs other related duties as assigned.

Other Specifications: This position requires technical skills including XHTML, PHP, jQuery, JavaScript and MySQL as well as a deep knowledge of graphic and web design tools such as Adobe Photoshop and Dreamweaver. This position requires a strong understanding of information processing principles and practices, an in-depth technical knowledge of network and computer operating systems, and proven project planning and management experience. To be considered, exceptional analytical, conceptual, and problem-solving abilities, superior written and oral communication skills and leadership ability is needed. Must have ability to present ideas in user-friendly language and be able to effectively prioritize and execute tasks in a high-pressure environment. Must be proficient in motivating and evaluating employees. Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department or workgroup, and throughout university with professional staff. Work requires a high level of independent judgment, initiative, and sound reasoning to solve department and division problems. Work requires attention to detail as errors may be potentially serious. **Required to be on duty as needed to maintain support during emergencies or peak use periods. Position requires driving and operating a university vehicle; therefore, a valid Texas driver license and driving record acceptable to the university's insurance carrier 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.