



Code: 0676

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

CLASS TITLE: WEB DEVELOPER/ADMINISTRATOR - CPL

CHARACTERISTICS OF THE CLASS

Under general supervision, designs and modifies the website for the Chicago Public Library and manages related development and maintenance activities, and performs related duties as required

ESSENTIAL DUTIES

- Plans, directs and prioritizes initiatives for the department's website based on research (e.g., usage, industry trends) and input from senior management
- Analyzes staff and patron needs to create, update and implement website content and graphics
- Uses programming languages (e.g., PHP, JavaScript) and code writing tools (e.g., Adobe Dreamweaver, Adobe ColdFusion) to customize web applications for library functions and services, as required
- Converts written, graphic and audio/video components to compatible web formats used within the library system
- Develops content criteria for department users and oversees staff responsible for producing, updating and monitoring the accuracy of content
- Identifies user needs and coordinates training on the set-up of departmental categories and home pages and the development of web content and its functionality
- Manages the department's website by monitoring content migration and overseeing the integration of third party applications
- Oversees software-as-a-service (SAAS) contracts with vendors including monitoring performance and setting priorities for use of development funds
- Validates code developed by vendors ensuring applications are properly structured, meet industry standards and are compatible with existing browsers, devices and operating systems
- Backs up files from websites and modifies applications to provide for disaster recovery
- Assigns appropriate levels of access to department staff and patrons
- Recommends upgrades and patches to current web applications to enhance functionality and limit loss of service, as required
- Performs testing and quality assurance of the department's website and its applications
- Uses Web tracking tools (e.g., Google Analytics) to collect and analyze Internet service usage and performance statistics for management reports
- Serves as liaison with consultants regarding program development and enhancement
- Monitors trends in web development through continuing education and participation in professional conferences and workshops
- May supervise staff engaged in programming web applications

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus two years of experience in developing and administering interactive websites using web programming or scripting languages

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *Web design principles and technologies
- *applicable computer programming languages and web-based software applications and tools
- *methods and techniques of database analysis and design
- *computer operating systems
- *methods, practices and procedures for analyzing business needs
- *methods, practices and procedures for analyzing and resolving computer and software related problems

Moderate knowledge of:

- *computer systems administration and management
- **technical project management practices
- *web application usability, presentation and interface design practices
- *business system documentation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *PROGRAMMING – Write computer programs for various purposes
- *TECHNOLOGY DESIGN – Generate or adapt equipment and technology to serve user needs
- *TROUBLESHOOTING – Determine causes of operating errors and decide what to do about it

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- INNOVATION – Think creatively about alternatives to come up with new ideas for and answers to work-related problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

October, 2012