

WEBSITE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: The position involves responsibility for providing a variety of technical and clerical support in the Department of Economic Development, Planning and Tourism; including the maintenance of the County website, department software and hardware installation, as well as the performance of standardized clerical tasks such as producing printed copy, filing and copying. The work is performed under the general supervision of the Director of Economic Development, Planning and Tourism or a higher level departmental employee. Supervision of the work of others is not a responsibility of employees in this class. A Website Technician does related work as required.

TYPICAL WORK ACTIVITIES:

- Researches the County's website needs and uses website development software to plan, develop, secure and maintain the County website;
- Uses a personal computer to provide writing, photography and design services for websites;
- Monitors website usage and performs statistical analysis of usage;
- Consults with departmental computer users in order to coordinate and develop new applications or modifications in software and hardware;
- Provides first line diagnostic services for computer hardware and software problems;
- Receives and organizes work to be typed determining document format;
- Types correspondence, documents, records and other written material in final or draft form using handwritten, rough drafts, marked copy, oral recordings or data from various equipment as the source material;
- Proofreads and corrects work producing accurate, clean and complete typed copy;
- Answers telephone and gives out routine information or relieves at switchboard;
- Updates and stores department forms on word processor;
- Performs routine equipment maintenance tasks;
- Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of modern methods used to plan, develop and maintain websites; Good knowledge of modern software and programming languages used to develop and maintain websites; working knowledge of office Terminology, procedures and equipment; knowledge of the capabilities and limitations of electronic data processing equipment; ability to manage website projects; ability to analyze and organize data and prepare records and reports; ability to operate an alpha-numeric keyboard at an acceptable rate of speed; ability to perform close detail work involving considerable visual effort; ability to understand and follow oral and written instructions; ability to communicate both orally and in writing; ability to establish and maintain effective working relationships with others; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree or higher in computer information systems or closely related field and two (2) years of experience in website development and maintenance;

OR

(b) Graduation from high school or possession of a high school equivalency diploma and four (4) years of the experience stated in a;

OR

(c) An equivalent combination of training and experience as defined by the limits of a and b.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 12/18/03