ONLINE SERVICES DEVELOPER

DEFINITION

Under direction of the Director of Information Technology & Media Services at Columbia College and the Vice Chancellor of Technology at the Yosemite Community College District offices in Modesto, this position will be responsible for developing online solutions to meet student and college needs by providing technical expertise to deliver services and information to distant learners. The Online Services Developer in collaboration with the District Office will be responsible for acquiring and managing the installation of necessary hardware and software in addition to coordinating the technical implementation of the suite of online student services being developed.

SUPERVISION RECEIVED AND EXERCISED

An incumbent in this class works under the direction of a senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. An incumbent plans and/or determines specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

EXAMPLES OF DUTIES (*Illustrative Only*)
- Design, develop, monitor, and maintain Columbia College's online services, such as online degree audit, student orientation, financial aid, advising, and library services.
- Collaborate with departments designing, developing, monitoring and maintaining online services and District Information Technology Department to assure successful implementation.
- Provide technical expertise to deliver services and information to distant learners.
- Create new web pages and update and maintain existing web pages as necessary.
- Develop new web pages and site functionality using the college's content management system (OmniUpdate OU Campus).
- Create forms and associated databases to be completed online.
- Develop graphics and layouts for illustrations, navigational logos, and Internet websites based on knowledge of current web usability principles and esthetic design concepts.
- Map online data fields to Datatel Colleague integrated MIS.
- Customize Colleague WebAdvisor user interfaces to be more user-friendly.
- Develop virtual advisor and early academic warning and follow-up capability.
- Work with network personnel on issues of hardware/software that affect the web site.
  Assist in the preparation of technical specifications for use in the hardware and software bidding process.
- Ensure compliance with applicable legal requirements and Columbia College policies on web site usage, security and standards.
- Prepare documentation concerning Columbia College's online services and changes; maintain detailed records of all current and prospective services.

- Provide excellent customer service to all levels of users and encourage timeliness and accuracy of web page information and resolution of problems.
- Participate as a member of the college's web focus committee as the key web technologies expert.
- Serve as the contact person concerning the functionality of Columbia's online services.
- Prepare and submit reports, attend meetings, and perform other duties as required by the Title III grant.

TYPICAL WORKING CONDITIONS

- Work generally occurs in a standard office environment and requires lengthy exposure to computer screens.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

- **Knowledge of:** HTML, CSS1, CSS2, arithmetical processes, site development, and site management skills. Use of PHP, ASP, JSP and other scripting languages, programming languages like C++, C#.NET Proficiency Preferred, Java and others. Knowledge of SQL Server, Oracle, MySQL, stored procedures, triggers, and relational databases. Strong technical background leading to a complete understanding of the development life cycle of a project. Advanced knowledge of web applications, HTML, XML, CSS.
- **Ability** to work independently , in a fast paced environment to effectively and efficiently create esthetically pleasing online content using ADA and Standards compliant web pages; apply critical thinking, logic, and attention to detail; communicate effectively and clearly both orally and in writing; understand and carry out oral and written directions; establish and maintain cooperative working relationships; work well with management, faculty, staff, and students; and manage difficult situations.

Licenses and Certificates:
When driving a district vehicle, a valid California driver's license and evidence of appropriate automobile insurance based on DMV regulations may be requested.

Physical and Mental Standards:
The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions. Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.
- Persons performing service in this position classification will exert 20 to 40 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- This type of work involves sitting most of the time, but will involve walking or standing for brief periods.

- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Education and Experience:
Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:

- **Experience** In web site and online service's design, development, and maintenance, including development of complex HTML documents with embedded graphics, forms, audio, video and script objects.
- **Education** Bachelors degree with 2 years experience or an Associate of Arts Degree with 5 year experience.

Special Requirements:
- None

Class Adopted: 3/1/09
Class Amended: XX-XX-XX