Position Title: Web Administrator
Date: May 2, 2002
General Description

The purpose of this position is to manage all aspects of web site technical administration including security, performance, and server backups; serve as a the primary technical liaison between the Information Systems and Web Clusters; evaluate, install, and test hardware and software; provide technical support and training to the Web Cluster staff; and insure compliance with network, procedures, and standards.

Major Duties

- Maintains network and data security including controlling user access, insuring OS security patches are tested and applied promptly, data backups, Internet firewall configuration and virus and worm prevention and elimination.
- Monitors web site performance and makes necessary adjustments to ensure maximum availability and performance including web site capacity planning.
- Manages projects insuring that they are completed on time, that they meet user specifications, and support the priorities established for Information Systems (IS) and the Web Cluster (WC).
- Track bugs and other problems related to {COMPANY}'s web site technologies and communicate with the relevant vendors to ensure that they are addressed in a timely and comprehensive manner.
- Performs technology needs assessments, evaluates new technology to determine whether it could be beneficial for the Association web sites, and installs, configures, and tests hardware and software.
- Maintains synchronization of production and development web servers.

Contacts

The incumbent has contact with all levels of National Office staff; hardware, software and information technology services vendors; and external users of similar technologies.

Contacts are for the purpose of project planning, coordinating software and hardware installations, diagnosing software and hardware problems, and evaluating hardware, software and services, and user training.

Freedom to Act:

The Network Services Manager (NSM) and Web Director (WD) set forth scope of activity in assigned areas and assigns special projects with broad objectives and deadlines. The incumbent reviews project requests and advises the NSM and/or WD on estimated time and staff requirements, along with exceptional project characteristics that may affect the NSM's and/or WD's decision regarding priorities, assignments of personnel, changes in planned resource allocation, or formation of special purpose teams.

The incumbent plans and organizes the projects, coordinates efforts of technical staff and provides advice for problem resolution. This individual advises the NSM and WD on issues that have potential policy impact. Completed work is reviewed for its effectiveness in meeting user requirements, accuracy of estimated timeframes and projected problem areas, and achievement of productive and harmonious relationships in coordinating the projects with technical staff, users and management.

Education, Experience, Knowledge, Skill

Knowledge typically acquired through:

- Obtaining a bachelor's degree in Computer Science or Information Systems Management;
- Minimum of three years related experience;
- Microsoft certification (MSCE).
- Scope and depth of technical skills/knowledge:
- Detailed knowledge of and experience with:
- Microsoft Windows 2000 and NT Server and comprehensive understanding of network hardware and software concepts.
- MS Internet Information Server
- ColdFusion administration and application development
- Internet security

Familiarity with:

- Content management systems (PaperThin's CommonSpot, preferred)
- WebTrends Enterprise

Scope and depth of non-technical skills/knowledge:

- Strong teamwork skills.
- Ability to write clear and accurate user and technical documentation.

- Strong written and oral communication skills.
- Experience managing multiple, concurrent projects.
- Analytical problem solving skills.
- Ability to quickly learn new software applications for evaluation purposes.

National Office EEO Policy

"The incumbent shall assure that all employment practices under his or her control comply with applicable equal opportunity laws and company policy. Any questions concerning these laws or company policy should be addressed to {COMPANY}'s Human Resources Team."

Disclaimer

"This description is intended to provide an overview of the responsibilities and duties of the position. It is not all-inclusive. The incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract."