Position Description: Web Support Specialist

The Web Support Specialist reports to and is supervised by the Assistant Director, Information Technology. This is a non-exempt position.

Major areas of responsibility

(35%) HTML e-mail production
- Creates HTML e-mail messages based on templates provided by the Web Coordinator

(20%) Web Support
- Creates and maintains Web pages and forms based on requests from staff and from the Web Coordinator
- Produces all Web content for EDUCAUSE Live! and ELI Web Seminars

(20%) Survey process management
- Creates Inquisite surveys as requested by staff members
- Configures appropriate survey ID lookup parameters for each survey
- Sends initial survey announcement and survey reminders to the appropriate groups

(15%) Report creation and maintenance
- Creates and maintains Web reports as requested by staff members

For all of the above:
- Ensures that the completed products use standardized styles for look and feel and use appropriate coding practices
- Anticipates needs and makes suggestions for alternative layouts and/or additional features as appropriate
- Communicates effectively with staff members and completes the requests in a timely manner

(5%) Supports pre-event technology planning and onsite technology at conferences and events

(5%) Provides troubleshooting and "emergency" support for critical applications and systems

Special Skills, Knowledge, Abilities, Experience/Education

In addition to the qualities expected of all staff described in the Position Description Background document, this position requires:

- Strong attention to detail and to the overall quality of information
- An ongoing commitment to upgrading skills and acquiring new technical knowledge