



Nueta Hidatsa Sahnish College

Position Description

POSITION: Website Developer
DEPARTMENT: Support Services
REPORT TO: Information Technology Director
LOCATION: New Town, ND Campus

CLASSIFICATION: FT, Perm.
FLSA STATUS: Exempt
PAY RANGE: DOQ

POSITION SUMMARY:

The Website Developer acts as the project manager for the main NHSC website and several microsites, in order to build upon and maintain a strong Web presence. This position is responsible for the planning, presentation and day-to-day management of the site, as well as working with other members of the department to create engaging multimedia content. A key component of this position is to recommend and implement emerging Web-based technologies. The Website Developer is responsible for building highly efficient, user-friendly web and mobile experiences. The ideal candidate has a passion for web development, an eye for good design, works well with a team, and is a self-starter. You will be working for NHSC Technology Department and will have administrative and customer service knowledge and be able to work with web technology applications to assist the IT Director. The position involves about 90% web support and 10% customer service, including handling staff, faculty and student related issues in person and via phone and e-mail. You will perform relevant administrative functions and report to the IT Director.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Monitor day-to-day IT infrastructure
- Monitor networking equipment and servers
- Managing and maintaining the College's content management systems which include: WordPress for the main site, microsites and publishing notices and event calendar.
- Assisting in the management of the College's presence on external sites, including social networks
- Writing or modifying modules and add-ons to add or refine functionality of content management systems
- Creating and maintaining custom forms (i.e. cost calculators, visit requests etc.)
- Providing training and support for departmental content managers
- Managing and mentoring student Web developers; assisting in the management of student writers and designers
- Working with designers to develop and implement new templates for both external and internal sites consistent with the College's branding
- Creating or modifying content elements (such as links, sliders, buttons, videos etc.)
- Maintaining a high standard of usability for all users, including accessibility for the visually impaired
- Serving as liaison with NHSC's Information Technology on issues such as security, single sign on and server capacity.

- Other duties as assigned by the IT Director, Director of Student Services and Marketing.
- Participate in IT projects.
- Achieve and maintain knowledge of all applicable site procedures.
- Exercise appropriate workflow and time management.
- Ensure system & all personal information are appropriately secured.
- Immediately forward any service request to the appropriate IT staff for resolution if problem cannot be handled within provided time constraints.
- Troubleshoot the system problem and complete repair in a timely and efficient manner, insuring minimal recurrence of problem.
- Handle all helpdesk inquiries in a timely manner and record all request and incidents.
- Appropriately document all required information into the call tracking sheet.
- Meet required productivity expectations, including site specific service metrics.
- Partner with technology team members to communicate new solutions and assist other technicians when call volume is high.
- Comply with all NHSC policies, practices and regulations.
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Baccalaureate degree, preferably in computer science, digital arts or related fields.
- Active participation in and understanding of online culture
- Problem solving and analysis
- Fluent in PHP, JavaScript, HTML and CSS
- Experience administering a website and Jenzabar JICS environment
- Empathy and patience for non-technical users
- Ability to work as a team and delegate responsibilities
- Proofreading and attention to detail
- Basic proficiency with Photoshop, QuarkXpress, Illustrator or equivalent design tools.
- Baccalaureate degree, preferably in computer science, digital arts or related fields.
- 3-5 years of relevant IT experience in a previous role
- Experience with helpdesk or IT support
- Experience working with network and server management support
- Up-to-date knowledge of new systems, information, software, and upgrades
- Familiarity with any of the following: Cisco products, Network Monitoring Tools, Windows Domain, Active Directory, DNS, Telnet, DHCP, Microsoft Active Directory, Microsoft Member Servers, Outlook Email, Storage environment
- Ability to physically stand, bend, squat, and lift equipment
- Able to multitask, prioritize, and manage time efficiently
- At least 2 years documented IT experience or related field
- An understanding of the Jenzabar system (EX, CX etc.)
- Thorough, organized, and resourceful in completing tasks independently
- Clear communication with customers
- Strong troubleshooting capabilities
- Excellent communication skills, both written and oral and have good organizational skills
- Candidate will need to have a valid driver's license and the ability to drive between locations in a College campus environment as needed.

PREFERRED SKILLS

- Knowledge of network infrastructure is preferred
- Bachelor's Degree in related field is preferred
- 3-5 years of IT support, network diagnostic/troubleshooting and repair experience
- Proficiency with other scripting languages, particularly ASP.NET.
- Administering Drupal or WordPress content management systems
- Creating HTML5 and/or Flash content
- Participating in open source projects
- Using version control
- Developing for social media and networking sites, such as twitter, Facebook etc.
- Writing mobile templates and applications (iOS, Android, WebOS etc.
- Participating in professional organizations and personal professional development

PHYSICAL DEMANDS & WORK ENVIRONMENT:

Work Environment: Administrative functions are performed in an office environment. Customer and occasional site visit may be required.

Physical Demands: While performing the administrative functions of this position, the employee may be required to stand, walk, speak, hear, including close vision at a computer terminal and sit and use hands and fingers to handle, write or key stroke. Employee may move loads up to 50 lbs.

[The foregoing physical demands and work environment are representative of those which must be met to perform the essential functions of this position; however, reasonable accommodation may be available to enable individuals with disabilities to perform the essential functions of this position.]

Applications are available on-line at www.nhsc.edu

Please forward completed NHSC application, cover letter, resume, and three (3) reference letters to:

Jeremy Lewis
Human Resources Coordinator
Nueta Hidatsa Sahnish College
P.O. Box 490 / 220 College Drive
New Town, ND 58763
(701) 627-8016
sprosp@nhsc.edu
Fax: (701) 627-3609

Applicant may also include a copy of degree of Indian blood if claiming Indian preference, and a DD-214 if claiming Veteran's preference.