

UNIVERSITY HOUSING JOB DESCRIPTION

WEB SITE SUPPORT – STUDENT WORKER POSITION

General Summary of Function and Responsibility

Maintain University Housing's web site according to established standards and procedures. Assist staff in University Housing by providing and documenting departmental web page design, development and support.

Basic Duties and Responsibilities

- ◆ Maintain the departmental web site according to established standards and procedures.
- ◆ Assist staff with web page design, development and support.
- ◆ Create and maintain documentation for the departmental web site.
- ◆ Document work in the helpdesk database.
- ◆ May perform individual or small group computer training.
- ◆ May provide light user/desktop computer support as assigned in areas such as troubleshooting, problem solving, and general support for departmental computer users and their computers, printers and other peripheral devices; install, configure, and place equipment; and perform preventive maintenance.
- ◆ Perform other duties as assigned.

Knowledge, Skills and Abilities

- ◆ Ability to work independently and be a self-starter.
- ◆ Ability to work with novice to advanced computer users.
- ◆ Knowledge of and proven experience with HTML and CSS required. Experience with web development tools and applications such as Adobe Photoshop and Macromedia Dreamweaver desired.
- ◆ Computer programming or application development experience with a modern programming language such as java or asp.net desired.
- ◆ Good working knowledge of and experience with the Microsoft Windows XP operating system and the Microsoft Office 2007 productivity suite.
- ◆ Strong interpersonal, organizational, and communication (verbal and written) skills.
- ◆ Ability to work with a diverse population both in person and by phone and to train end users with various skill levels.

Qualifications

- ◆ Working knowledge of and experience with Microsoft Windows XP operating systems and HTML and CSS is required.
- ◆ Must have a valid driver's license and the ability to meet and maintain The University of Iowa Fleet Safety Program requirements.
- ◆ Must be able to move up to 50 pounds occasionally.
- ◆ Working knowledge of application software such as Internet Explorer, Adobe Photoshop, Adobe Acrobat, Macromedia Dreamweaver, and Microsoft Office 2007, including Microsoft Outlook, is desired.
- ◆ Working knowledge of computer programming and the Java programming language or asp.net application development is desired.
- ◆ At least one-year work experience in web site support is strongly preferred.

Reports To: User and Desktop Support Specialist

Starting Salary: \$10.70 an hour.

Work Hours: This position is limited to 20 hours per week (320 hours per semester). Hours will generally be scheduled Monday – Friday, between 8:00 a.m. – 5:00 p.m. May work up to 40 hours per week during Thanksgiving, winter, spring, and summer academic breaks.