# Job Description
### (For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

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|---|---|---|---|
| JD #: | **JD00714** | Pay Grade: | **8** |
| JD Title: | **Web Systems Analyst** | JD FTE Hours: | **35** |
| Job Family: | **IT** | | |

## General Description

Responsible for developing and promoting best practices for building and maintaining scalable, secure, robust, and high-quality web-based services with strategic value for the department. Promotes, supports, and advances the department's web presence and web-based information services.

## Representative Duties & Responsibilities

- Perform technical and architectural design and construction of web-based services and applications.
- Design web pages, forms, and databases.
- Create web images and animations to enhance the visual appeal of web pages.
- Write programs of moderate complexity using various computing and scripting languages.
- Develop logic for various programs.
- Debug various programs and applications.
- Analyze web server error logs to solve various technical problems.
- Analyze business rules and processes to ensure appropriate information is incorporated into online applications.
- Administer online user accounts on servers.
- Assist in the decision making process when replacing or purchasing servers and software.
- Provide support and assistance to web share partners by working with the University templates and creating web pages, images and web-based software applications.
- Provide technical support and troubleshooting assistance to end users.
- Write database queries to extract, insert, and update information in databases and to generate reports.
- Provide estimates of time and resources required for a variety of information technology projects.
- Conduct web searches for solutions to software and hardware issues including processes for disaster recovery operations.
- Oversee performance monitoring, backup, and disaster recovery operations.
- Train users in the use of new applications or updates introduced in existing applications.
- Deliver presentations to staff on new applications implemented.
- Install and configure new software in the department.
- Ensure all necessary patches and updates are installed.
- Remain current with frequent developments in information technology.

## Supervision

- Ongoing responsibility for supervising up to 9 casual employees at any one time.

## Qualifications

- 3 year Community College diploma in Computer Engineering, or related field.
- Requires 3 years of relevant experience.

## Effort

**Physical Effort:**
- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.

- Elements of moderate physical effort are not a regular feature of this job.

- Elements of high physical effort are not a regular feature of this job.

**Mental Effort:**
- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data in databases and spreadsheets.

- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Writing programs of moderate complexity using various computing and scripting languages.
  - Developing logic for various programs.
  - Debugging various programs and applications.
  - Analyzing web server error logs to solving various technical problems.
  - Analyzing business rules and processes to ensure appropriate information is incorporated into online applications.
  - Administering online user accounts on servers.
  - Providing technical support and troubleshooting assistance to end users.
  - Writing database queries to extract, insert, and update information in databases and to generate reports.

- A typical work day consists of up to 3.5 hours of high mental effort for activities such as:
  - Performing technical and architectural design and construction of web-based services and applications.
  - Designing web pages, forms, and databases.
  - Creating web images and animations to enhance the visual appeal of web pages.

## Working Conditions

**Physical Environment:**
- There are no adverse physical environment conditions inherent to the job.

**Psychological Environment:**
- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

**Health & Safety:**
- Risk to the incumbent is no higher than for the general population.