

CITY OF COSTA MESA
Established Date:

Website Coordinator

Class Code:
0038/5038

DESCRIPTION:

Under general supervision, performs technical and professional work and is responsible for updating, maintaining and designing website content related to the City's Internet and intranet sites; performs technical web site input, trouble shooting, editing, graphic design and analysis.

CLASS CHARACTERISTICS:

This is a journey level position. An incumbent in this classification works under the direction of the Division Manager and is responsible for maintaining and updating the City's website. Work is performed with considerable initiative and a high level of independence within defined areas of pertinent laws and regulations.

ESSENTIAL FUNCTIONS:

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Management reserves the right to add, modify, change or rescind work assignments as needed.

Operates and maintains the City's web sites and City's mobile application including troubleshooting web pages for Internet and intranet functions.

Develops and writes new web content, including graphics and scripting as necessary.

Advises staff on web site issues including web page change requests.

Participates in the training of users for new or modified application programs, web pages and related procedures.

Participates in the design and implementation of systems and web pages.

Attends meetings with consultants, City officials and outside agencies to meet project requirements and resolve concerns/conflicts.

Collaborates with Communications division public information officers, graphic designers, photographers, and videographers, other department/division web liaisons to identify, define, and develop website content.

Operates web-related and other computer equipment and applies a wide variety of software to web/Internet/intranet tasks.

Evaluates content management systems and other software packages and makes recommendations.

Makes oral and written reports and prepares related material and statistical data.

Establishes and maintains good working relationships with the public, coworkers, and other local agencies.

QUALIFICATIONS GUIDELINES:

A typical way to obtain the requisite knowledge and abilities to perform the duties and responsibilities of this classification is as follows:

EDUCATION, TRAINING AND/OR EXPERIENCE:

Two (2) years of increasingly responsible work experience related to maintaining and updating websites is required.

Associates Degree from an accredited college or university in a related field with substantial course work in web design is required. Graduation from an accredited four-year college or university with a major or

specialized coursework in Management Information Systems or related field desirable. Work experience directly related to this position may be substituted for the required education on a year-for-year basis.

REQUISITE KNOWLEDGE AND SKILL LEVELS:

Knowledge of principles, practices and techniques of internet/intranet technology, programming and programming documentation.

Knowledge of languages, databases, SQL, Linux, HTML 5, CSS, CMS, JavaScript, Adobe Acrobat, Photoshop, and Corel Draw.

Knowledge of web site content development techniques, architectural design, visual design and graphics design related to web site functions.

Knowledge of practices and trends in web site programming and use.

Knowledge of methods of research, analysis and report writing as they relate to area assigned.

REQUISITE ABILITIES:

Ability to analyze, design, program, install and maintain software, web pages and on-line forms.

Ability to develop test plans to determine web site functionality.

Ability to use a wide variety of web site related software.

Ability to perform a variety of related tasks and activities including data input and document generation.

Ability to understand and carry out oral and written instructions independently.

Ability to read, interpret and apply a variety of materials related to the area assigned.

Ability to handle multiple deadlines and multiple projects.

Ability to work in accordance with established policies and procedures.

Ability to communicate effectively both verbally and in writing.

Ability to prepare and maintain concise, comprehensive records and reports.

Ability to establish and maintain effective working relationships with employees, City officials, representatives of other agencies and the general public; meets the public with courtesy and tact.

Ability to work early morning, late evening and/or weekend assignments when necessary.

SUPPLEMENTAL INFORMATION:

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS:

Please contact Human Resources for a summary of the essential tasks and environmental factors for this classification.

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.