



Office of Human Resources  
IT Web Administrator Associate - CI3085  
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### General Statement of Duties

Performs standard level information technology work ensuring the consistency and accessibility of the city's internet and intranet; developing technical solutions and web tools to enhance web usability, website architecture, and search engine optimization; tracking and monitoring system activities; and developing and maintaining standards and guidelines for website style and content.

### Distinguishing Characteristics

The IT Web Administrator Associate works within set information architecture and user experience framework, develops online content and web pages for Denvergov.org, and supports department and agency staff with editorial and technical expertise.

The IT Web Administrator Associate is distinguished from the Content Developer, which provides content development support to department or agency staff, prepares department web pages and applications for web sites, and coordinates and provides editorial and technical support in this area to departmental staff.

The IT Web Administrator Associate is distinguished from the IT Web Administrator Senior, which performs full performance professional information technology work ensuring the consistency and accessibility of the city's internet and intranet; developing technical solutions and web tools to enhance web usability, website architecture, and search engine optimization; tracking and monitoring system activities; and developing and maintaining standards and guidelines for website style and content.

### Level of Supervision Exercised

None

### Essential Duties

Coordinates and manages the city's internet and intranet to ensure consistency and accessibility characterized by interactive services, editorial integrity and technical training for users in technology, current business models and marketing strategies.

Works with developers and system administrators to ensure effective interaction design and interface design with web applications.

Researches industry best practices on information delivery (to the end user) and develops technical solutions and web tools to enhance web usability, website architecture, and search engine optimization.

Identifies and tracks system activity, including search mechanisms, content errors, and referring sites, then monitors and reports trends such as access frequency and volume of information published.

May develops and maintains standards and guidelines for website style and content, based on industry best standards, to meet the needs of users, designers, and technical staff; creates and maintains web based training on style and content standards.

Assists with the coordination in writing and editing of online content with authors and content developer to ensure presentation and content standards follow web usability, user experience, accessibility, and industry best practices.

Assists with recommendations for improvement to the website to enhance the city's marketing and communication goals; develops technical processes needed to implement website improvements.

May participate in special marketing and communication campaigns for the city by developing strategies to effectively deliver information to the end user through the city's website.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Creative Thinking – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

## Knowledge & Skills

Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

Knowledge of computer languages and their applications to enable a system to perform specific functions.

Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

Knowledge of data processing sufficient to be able to review program specifications, design programs, and write or modify code.

## Education Requirement

Bachelor's Degree in Computer Science, Marketing, Communications or a related field.

**Experience Requirement**

Two (2) years of professional information technology experience designing and developing internal and external websites, including experience with user interaction and interface design.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

May be subject to frequent interruptions.  
Pressure due to multiple calls or inquiries.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object; usually by hand, arm, or shoulder.

Color vision: ability to distinguish and identify different colors.

Crawling: moving about on hands and knees or hands and feet.

Crouching: bending body downward and forward by bending legs.

Depth Perception: ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Feeling: perceiving attributes of objects by means of skin receptors.

Feeling: perceiving attributes of objects by means of spoken word.

Field of Vision: ability to adjust vision to bring objects into focus.

Field of Vision: ability to see peripherally.

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working the hand(s).

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hearing/Talking: Hear and determine direction of sound.

Hearing: perceiving the nature of sound by the ear.

Kneeling: bending legs to come to rest on one or both knees.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Mathematical reasoning

Memorization

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Neck Flexion: Moving neck upward/downward.

**Oral Comprehension**

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining one one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Vision: To observe animal behavior, read signs, and reading colors.

Walking: moving about on foot on uneven surfaces.

Walking: moving about on foot.

Written Comprehension.

**Background Check Requirement**

Criminal Check

Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: I-811**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: GT**

**Revised Date:**

**Revised By:**

**Class History:**