

JOB TITLE: Web Services Specialist

DEPARTMENT: Administration

CLASSIFICATION: Group 8

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the general supervision of the Assistant Director, the Web Services Specialist is responsible for the development, design, and management of the library's internal and public-facing web pages. Collaborating with all library departments, this person manages the software and processes that create a user-friendly and efficient online gateway to library services, programs, resources, and documentation for staff and the public. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Values of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all.
3. Understands and carries out the library's policies and procedures, while safeguarding confidential and restricted information.
4. Using content management systems and a variety of applications, designs, and develops library websites.
5. Develops and maintains library apps and software related to online use of the library. Serves as troubleshooter for patrons and staff in the use of these platforms.
6. Works closely with the Head of Marketing & Communication Services in the marketing of library services and products to the community. Maintains websites' consistency and compliance with library brand standards.
7. Collects, interprets, and reports on web-related analytics to the Administrative Team to support attainment of library strategic goals.
8. Keeps apprised of trends and advancements in website design and functionality, and applies those trends to the library's sites and pages.
9. Prepares specifications and solicits proposals from service providers and monitors associated costs.
10. May oversee the web design work of an independent contractor.
11. Participates in appropriate regional committees.
12. Attends appropriate meetings, workshops, and conferences.
13. Writes reports and compiles statistics.
14. May represent the library at community organizations and events.

15. Maintains neatness of public areas including desks, counters, shelves, tables, and personal space.
16. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in web design, development, or a closely related field.
2. Two year's work experience designing and managing websites of over 100 pages.
3. Illinois driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable ability to establish and maintain effective working relationships with staff and patrons.
2. Considerable knowledge of website design and knowledge of current languages and technologies used in website development. Ability to apply this knowledge to library-specific programs and services.
3. Considerable knowledge of content management systems, API integration, website analytics, and collaborative platforms such as Sharepoint. Ability to evaluate, install, and maintain interactive software and platforms.
4. Working knowledge of HTML and fundamentals of programming.
5. Considerable ability to work as a member of a team and to work with people of different skill levels.
6. Considerable ability to work independently and to handle multiple and simultaneous tasks.
7. Considerable skill in written and spoken communication, with special emphasis on interpreting new technologies to library staff and the public at all levels.
8. Considerable ability to establish and maintain effective work relationships with coworkers and patrons.
9. Considerable skill in written and spoken communications.
10. Ability to remain calm in difficult situations.
11. Willingness to learn new skills.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers, and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 25 pounds. The employee must transport/move up to 100 pounds of equipment from one library location to another. Specific vision abilities required by this job include close vision and the ability to adjust focus.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Approved 01/22/2020