

IMPERIAL COMMUNITY COLLEGE

TITLE: Online Services Architect

BASIC FUNCTION:

Under the direction of an assigned administrator, plan, organize and direct functions related to online services and systems, campus, faculty and student web services, and related services delivered through web-based systems. The Online Services Architect coordinates and develops the college online services strategy and serves as a leader, manager, and resource person in web technologies and integrated online services for the college.

ESSENTIAL DUTIES:

Implement the planning, design, delivery and continuous improvement of services delivered via web-based systems. This includes the analysis, design, development, modification, testing, installation and maintenance of web applications. Oversee and implement business continuity plans. Develop, manage, and maintain visual representations and related documentation of system architecture. Design and install database schemas, monitor and optimize database systems.

Coordinate and oversee the development and application of technical standards for design and code, to include the analysis of business processes and customer requests to develop appropriate system requirements. Review web development source code and research/recommend appropriate development tools. Design, configure and secure source code repository systems.

Design and develop graphical and written content for various systems and provide direct support of web applications for users. Manage and monitor systems, equipment, components and devices as assigned; inspect, troubleshoot, diagnose and resolve system problems and malfunctions.

Participate and supervise the planning, development and implementation of projects; estimate time, materials and supply needs to complete assigned projects. Prepare and maintain various records and reports related to work orders, inventory, calendars, mileage, equipment, projects and assigned activities. Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns. Attend and participate in various meetings, in-services and seminars as assigned.

Provide consultation and documentation on the use of enterprise systems. Manage, monitor and maintain support models for helpdesk services related to online services. Serve as the escalation point for major system or service problems. Work with technical and non-technical parties to effectively communicate the issues relevant to the effective delivery of services.

Supervise and evaluate the performance of assigned personnel; interview and select employees; recommend transfers, reassignment, termination, and disciplinary action; plan, coordinate and arrange for appropriate training of subordinates.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

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HTML/XHTML, CSS, JavaScript Frameworks and Libraries, XML, PHP, RegEx, Apache HTTP, Linux, MySQL, Photoshop, Adobe Fireworks, Flash, Advanced Joomla or similar CMS skills, Advanced PowerShell skills, Subversion, Advanced Web Security, DNS, LDAP and Active Directory, Oracle Database, Sungard Banner, Web Service Technologies (e.g. REST, SOAP), Advanced Web Frameworks (e.g. Ruby on Rails), Java Virtual Machine development tools (e.g. Groovy), and Mobile Application Development.

ABILITY TO:

Develop customized web applications to meet specific needs

Manage source code repositories

Maintain services in a high availability environment

Implement effective project management practices and tools

Demonstrate strong organizational skills

Demonstrate strong analytical and problem solving skills

Demonstrate interpersonal skills using tact, patience and courtesy.

Configure and manage server storage systems and data archiving devices.

Coordinate and manage software updates/patches for equipment and servers.

Work directly with customers in a professional and courteous manner, with excellent communication and interpersonal skills.

Work with vendors and technical support organizations to coordinate troubleshooting process for all related issues in a timely manner.

Monitor and provide utilization records.

Provide direct support for online services.

Manage trouble tickets and reporting.

Assist program staff with technical design, setup, and utilization of services.

Analyze situations accurately and adopt an effective course of action.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and timelines.

Work independently with little direction.

Plan and organize work.

Prepare comprehensive narrative and statistical reports.

Direct the maintenance of a variety of reports, records and files related to assigned activities.

EDUCATION AND EXPERIENCE:

Bachelor's degree from four-year College or university; degree in computer science, business administration or closely related field preferred;

and

3 years performing the essential duties and responsibilities of an Online Services Architect and/or a closely related position.

Or

Two years of college coursework in a related field and a minimum of six (6) years experience in the design, development, and management of online services at the enterprise level, and demonstrated experience managing complex projects and/or complex application development environments. College coursework, in a closely related field, may satisfy up to three (3) years of the required minimum experience. The remaining three (3) years of experience must be from successfully performing the essential functions and duties of an Online Services Architect and/or a closely related position.

Technical certifications in the programming or related field are preferred.

LICENSES AND OTHER REQUIREMENTS: Valid driver's license.

WORKING CONDITIONS: Duties are primarily performed in an office environment while sitting at a computer terminal, in the computer server room while standing in front of the computer rack, or in a meeting room while discussing issues with college personnel. Incumbents are subject to frequent contact with district and campus staff and administrators, demanding project timelines, and occasional exposure to noise from computer operations, and subject to working outside in inclement weather.

PHYSICAL DEMANDS: Eyesight corrected or uncorrected sufficient to read fine print. Speech sufficient to speak in an articulate and understandable manner. Hearing sufficient with or without the use of a hearing aid to hear telephone conversation. Able to sit for extended periods of time. Able to stand for long periods of time; manual dexterity and coordination sufficient to operate information technology equipment; use hands and fingers to finger, handle, or feel objects, a keyboard or other repair equipment, office machines, tools or controls; reach with hands and arms, bend, stoop, kneel or crouch; able to lift, move and transport boxes that contain equipment and supplies and computer equipment weighing up to 50 pounds; drive to various off-campus District locations to conduct work.