Position Description
Web Project Manager & Developer

Level: 6/7
School/Unit: Technical Resource Centre
Faculty/Division: Arts and Social Sciences
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POSITION SUMMARY
Deliver high-level support in the improvement and maintenance of websites and online applications, and take a leading role in project managing the delivery of new websites, applications and mobile communications platforms.

ORGANISATIONAL ENVIRONMENT
Overview of the Faculty/School/Divisional Work Unit

The Technical Resource Centre is a unit, within the context of a wider a Central IT organisation, that is responsible for all aspects of the Faculty of Arts and Social Sciences’ IT, Web and AV infrastructure. The TRC is responsible for desktop computers, web servers, audio visual support, technology enabled learning and teaching, computer labs, web and application development, IT purchasing, and policy and decision making regarding IT, AV, Web and TELT within the faculty.

This position operates in a University environment, where diversity and innovation are critical to the University’s role as a leading teaching and research organisation. The role both supports innovators and provides innovative solutions.

Statistics

- 20 websites including 9 sites managed using the faculty content management system, 2 student placements portals and multiple in-house developed online applications
- Approximately 10 – 15 projects are simultaneously undertaken at any time.
- Supporting 4 Schools, 2 Centres and the Faculty administration unit with over 600 networked computer devices

Reporting Relationships

Supervisor’s title: Faculty IT and AV Manager
Other positions reporting to the supervisor: All TRC staff
Positions reporting to this position (show position titles and levels): None
Other relationships:
- Third party software, hardware and service suppliers
- Staff within the Central Web Unit, Central IT shared services teams as well as Web and Application Development staff in other faculties

KEY DUTIES & RESPONSIBILITIES

At Level 6
- Proactively monitor the service desk queue, ensuring that tickets within areas of responsibility are responded to within set service level agreements, and/or escalated where appropriate
- New and existing websites are developed and enhanced, in a manner that supports the faculty’s strategic objective
- Implement changes to websites as required by various site stakeholders, performing updates to the faculty and school websites (including hosted special purpose).
- Develop and maintain existing web/database applications.
- Provide technical and development support to Faculty staff and students in a proactive, professional and solutions focussed way.
- Assist with projects that ensure that web development resources and technology are used and applied effectively
- Implement protocols, guidelines and recommendations consistent with UNSW web standards.
- Procedures are developed for use across the faculty to help web content producers at School and Centre level
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others

Level 7 (in addition to the above)
- Provide level three resolution of web and application related incidents, requests, projects and problems escalated through the Service desk in a timely, professional and effective manner (where ownership of an issue is maintained and substantial theoretical and technical knowledge and experience is applied).
- Project-manage Web and Application projects; establish, implement and/or oversee medium to large-scale web projects ensuring effective project management practices are employed:
  - Identify, prepare and manage budgets
  - Take the lead with scoping meetings and the creation of project briefs
  - Maintain accurate and up to date project files
  - Coordinate staff engaged involved in projects to deliver administrative, technical or professional services, internal and external to UNSW
  - Utilise industry standard project management systems and processes
  - Work closely with project stakeholders and owners, negotiating project solutions where a range of stakeholder requirements, from a range of disciplines, must be accommodated
  - Consult with the Web and IT Coordinators within TRC
  - Deliver projects on time and within the agreed budget
  - Plan and project-manage the future development cycles of web and online application projects through to implementation
  - Implement, record, analyse data produced through Web Analytics reports for the TRC website (quarterly and as required)
• Be a source of expert technical advice in the areas of web and online application development, implementation and project management in a Higher Education context; providing expert advice and support to the Faculty IT and AV Manager, attending meetings on their behalf as required
• Identify opportunities and innovative solutions for Faculty specific web and application services; maintain an awareness of evolving global technology trends, technical standards and specifications; be a resource to Faculty staff, provide expert advice and recommendations related to web or application based solutions for complex technical problems
• Contribute to and influence specialist web policy development at Faculty and University level, identifying improvements for Faculty compliance with the various UNSW specialist web policies and legislative requirements, communicate those policies to Faculty staff, acting as source of expert advice to staff
• A culture of cooperation and collaboration is developed and positive relationships are maintained; partnerships are developed and maintained with IT at UNSW, other centralised services and outside organisations, to provide the Faculty with the most effective and efficient solutions and support

SELECTION CRITERIA

At Level 6
• Relevant tertiary qualification and subsequent relevant experience or industry training with extensive experience working in a relevant field in a medium to large scale IT/Web environment (within an educational institute or similar would be advantageous).
• Advanced knowledge of the following; HTML, CSS, JavaScript, PHP and Drupal including the ability to hand code and debug XHTML, CSS and associated web technologies
• Proven experience in developing and maintaining web sites including multimedia, content management and overall web presence.
• Experience in designing and developing relational databases and in developing web/database applications and proven ability to problem-solve web developments and applications independently.
• Experience with CRM and content management systems (CMS).
• Ability to work both independently and collaboratively, as part of a small team where excellent interpersonal skills and the ability to interact with staff at all levels is complimented by excellent verbal and written communication skills
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

At Level 7 (in addition to the above)
• In-depth technical expertise in web and application development, deployment, content management and maintenance in a university context.
• A strong familiarity with web development environments including Drupal and other modern web development environment.
• An understanding of the principles of integrated communication strategies with a strong understanding of ‘Brand’ in both the online and traditional spheres.
• Demonstrated ability to plan, design, document, budget, deploy, analyse and evaluate strategic solutions with extensive experience in the successful project management and implementation of medium to large scale websites and online applications, with a proven ability to lead a project team of subject matter experts (SME’s) from varying backgrounds and to liaise with stakeholders at the highest level
PROGRESSION STATEMENT

The incumbent will normally be expected to have reached the top step of level 6 prior to progression to level 7. Criteria for progression to level 7 will be based on satisfactory performance of all duties and accountabilities at level 6 and a demonstrated capacity to take on the duties and accountabilities of the position at level 7.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.