**ITC-Web&Application Support(Internal Employment Opportunity)**

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**Please see Special Instructions for more details.**

**This is an Internal Employment Opportunity** Applications will be reviewed based on the information submitted on the employment profile with education and work history along with any other requested documentation i.e. Posting specific question responses, transcripts, etc. **Your profile MUST clearly show how you meet the minimum/required qualifications for the position.** Resumes are NOT accepted at the application stage for classified staff positions. Typically, the starting salary is at the lower end of the salary range. For additional information please contact: the Search Chair Les DeFoor at les.defoor@oregonstate.edu or phone 541-737-3201 OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.

**Position Details**

**Position Information**

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| **Department** | Student Health Services (MSH) |
| **Classification Title** | Info Technology Consultant |
| **Job Title** | ITC-Web&Application Support(Internal Employment Opportunity) |
| **Appointment Type** | Classified Staff |
| **Job Location** | Corvallis |
| **Position Appointment Percent** | 100 |
| **Appointment Basis** | 12 |
| **Pay Method** | Salary |
| **Min Salary** | $2490 |
| **Max Salary** | $6613 |
| **Employment Category** | Limited Duration |
| **Position Summary** | **This is an Internal Employment Opportunity**  This recruitment will be used to fill one full-time Limited Duration ITC-Web & Application Support position for Student Health Services at Oregon State University (OSU).  The Student Health Services (SHS) mission is to provide leadership for the health of the University community. This position contributes to the mission of SHS through teamwork and collaboration, provides University outreach, and strives to contribute to the academic success of OSU students.  The SHS Web and Application Support Coordinator works as an integral part of the Student Health Services, Information Services team. Responsibilities include designing and maintaining SHS’ three web sites, coordinating the management, design and implementation of changes in applications and data that support SHS’ assessment and online programs and coordinating SHS’ social media presence. |
| **Position Duties** | 45% Web & Social Media Coordinator -Work with internal customers to keep websites up to date. Often writes copy for feature stories. Implements changes in Drupal theme. -Create layouts for SHS websites based on wireframes, coordinates web copy, writes web copy as needed -Coordinates the distribution of content to designated SHS staff members quarterly to ascertain changes. -Responds to customer requests to implement layout and copy changes – often in a time sensitive manner which requires remote access and often outside of business hours.  -Produces monthly analytics reports -Serves as SHS social media coordinator. Repurposes existing content or creates content for posting to the SHS’ social media accounts including, but not limited to, Facebook and Twitter. -Coordinates imagery to accompany copy on web sites and social media. -Responds to social media visitor comments, answers questions and serves as the brand voice on SHS accounts.  -Serves as the backup coordinator for SHS digital signage. -Responsible for website testing prior to implementing changes.  -Document all work in SHSIS ticketing system.  45% Assessment, Data and Online Programs Support  -Provide technical and customer service assistance for online programs. Using EverFi system and Banner provide troubleshooting and resolution of user issues, escalating to vendors if necessary. -Use EverFi, Excel, and Power BI applications to determine completion rates identify trends, and report on online program outcomes.  -Work with agency and campus partners to coordinate technical set-up and quarterly implementation of required online programs.  -Document all work in SHSIS and Up2U ticketing systems -Coordinate and provide application support for all new and current clinical software including, but not limited to, Electronic Health Records application Qualtrics, SmartSheets, EverFi, Power BI, and Google Apps -Conduct ongoing assessment using department systems including Qualtrics, EverFi, and the electronic medical records system to provide departmental data. Ongoing assessments include, but are not limited to, internal surveys and targeted event surveys and evaluations.  -Perform analysis, configuration and implementation of applications  -Create application test cases and perform quality testing -Document existing and proposed application, assessment and data collection workflows -Perform analysis, configuration, and implementation of applications functionality for online programs, surveys, and analysis software including workflows -Collaborate with IT team members during system upgrades and maintenance -Audit critical applications files to ensure performance and data integrity -Develop and train new users and super users on applications use -Adhere to all state and federal privacy and security regulations applicable to the program and to policies and agreements regarding confidentiality, privacy and security. -Provide aggregated data reports from clinical multiple applications to support data driven decision-making processes.  5% Education & Professional Development -Participate in ongoing education and professional development to maintain and enhance current technical skills -Demonstrate willingness and self-initiative to develop knowledge and skills that contribute to improving the efficiency and effectiveness of SHS’ systems and processes.  5% Other Duties as Assigned |
| **Minimum Qualifications** | This classification requires a basic foundation of knowledge and skills of technology and information systems generally obtained through an AA degree in computer science, information systems, educational technology, communications, or related fields, or similar certified course work in applicable fields of study and at least one year of related work experience. |
| **Additional Required Qualifications** | -Two years experience in web site development or application support  -Demonstrated experience working independently  -Ability to exercise independent judgment  -Demonstrated problem solving, conflict resolution, and critical thinking skills  -Experience working with Drupal & HTML  -Experience working with marketing and communications brand standards and style guides sanctioned by an organization (for example, OSU’s Brand Identity Guidelines).  -Ability to identify customer assessment data requirements and utilize surveys, reports, databases, etc. to fulfill the request  -Experience aggregating data, analyzing data, and presenting in a visual format using tools such as Qualtrics, Excel, etc.  -Demonstrated customer service experience  -This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months |
| **Preferred (Special) Qualifications** | -Bachelor’s degree in a related field such as New Media Communications, Communications or Information Science OR an equivalent combination of education and experience from which comparable knowledge and abilities have been acquired.  -A demonstrable commitment to promoting and enhancing diversity. |
| **Working Conditions / Work Schedule** | This is a limited duration appointment and is expected to end to in two years.  This position is deemed essential and the incumbent may be expected to report to work during inclement weather, emergency and other University work curtailments or closures. The incumbent is expected to check in with their direct supervisor or unit leadership daily during University delays or closures to determine if they are required to report to work. |
| **This position is deemed essential and the incumbent may be expected to report to work during inclement weather, emergency and other University work curtailments or closures.** | Yes |
| **This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.** | No |

**Posting Detail Information**

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| **Posting Number** | P01339CT |
| **Number of Vacancies** | 1 |
| **Anticipated Appointment Begin Date** | 02/01/2018 |
| **Anticipated Appointment End Date** |  |
| **Posting Date** | 01/10/2018 |
| **Full Consideration Date** |  |
| **Closing Date** | 01/22/2018 |
| **Indicate how you intend to recruit for this search** | Competitive / Internal |
| **Special Instructions to Applicants** | **This is an Internal Employment Opportunity**  Applications will be reviewed based on the information submitted on the employment profile with education and work history along with any other requested documentation i.e. Posting specific question responses, transcripts, etc. **Your profile MUST clearly show how you meet the minimum/required qualifications for the position.** Resumes are NOT accepted at the application stage for classified staff positions.  Typically, the starting salary is at the lower end of the salary range.  For additional information please contact:  the Search Chair Les DeFoor at les.defoor@oregonstate.edu or phone 541-737-3201  OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.  This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement. |

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

1. \* This position requires you to support and use a wide range of applications and data collection tools such as Qualtrics, SmartSheets, Google Apps, Everfi and PowerBI. Please describe how your experiences have prepared you with this part of the job.

(Open Ended Question)

Supplemental Questions

1. \* Describe your experience planning, designing and implementing websites. Please include the tools you used and discuss how those experiences have prepared you for this position.

(Open Ended Question)

1. \* Internal employment opportunities are filled from within the institution by candidates who are current, or recent, members of the OSU Community. Please indicate how you meet this criterion. See: http://hr.oregonstate.edu/jobs/oeshtxt/111 for details.

(Open Ended Question)

**Documents Needed to Apply**

**Required Documents**

**Optional Documents**

1. Other Document 1 (see Special Instructions)