

SPECIAL ASSIGNMENT INFORMATION:

Reporting to the Director of Enterprise Information Services, the Web Design Team Lead Special Assignment includes the following responsibilities:

- Manage team members, coordinate priorities and develop plans related to the design, development, programming, testing, implementation, and user support of applications by designing web interfaces that adhere to standards and styles set within the design group and University Marketing.
- Develop and master appropriate technologies to design, program and manage web-based applications and processes for maintenance of public web sites, administrative intranet systems, and content management systems (CMS) to support prospecting communication, registration management, expense tracking, reporting and other projects.
- Provide technical expertise to the design team as needed by individual members, as well as coordinate the team moving forward to new global architecture with new development paradigms, platforms, and frameworks to keep in synch with the industry.
- Conduct user-centered interviews with students, faculty, staff, and administrators to identify the contexts, purposes, environments, assumptions, expectations, roles, tasks, actions, functions, relationships, and communication channels important to the work that is being accomplished.
- Participate with management in planning to accommodate growth and new technologies relevant to the success of this area.
- Other related duties as assigned.

SPECIFIC OUTCOMES OF SPECIAL ASSIGNMENT:

- The team supports EIS development projects and works collaboratively with clients, users, and web application developers to plan, design, evaluate, and refine user interfaces for the university's enterprise-level systems, including the learning management system (LMS), student information system (SIS), customer relationship management (CRM) system, enterprise service management system, portal, and custom web applications. The team will focus on creating an organized and collaborative team approach to the many web design and development projects/ tasks assigned to them. The incumbent will manage the team, coordinate priorities, and develop plans related to web design and development.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in a relevant field, such as human-computer interaction, cognitive psychology, computer science, information technology, communication, education, or a design discipline (visual design, interface design, interaction design, information design); AND,
- Minimum of four years of experience working on complex, enterprise-level web applications and websites that serve diverse constituencies; OR,
- Any equivalent combination of experience, training, and/or education.

PREFERRED QUALIFICATIONS:

- Five or more years of experience working in higher education.
- Five or more years of experience collaborating with software developers and cross-functional teams.
- Five or more years of project management experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent communication, collaboration, and interpersonal skills, including the ability to communicate diplomatically and persuasively with diverse technical and nontechnical audiences.
- Excellent supervisory, organizational, and training skills.

- Ability to elicit relevant information from all stakeholders by observing, asking insightful questions, and transforming the responses into design recommendations and prototypes of effective and satisfying application interfaces.
- Strong customer service orientation and the ability to offer and accept feedback professionally and graciously.
- Ability to accurately define problems, propose creative solutions, and simplify complex information.
- Knowledge of user-interface guidelines, best practices, and sources of information on UX/UI research findings.
- Excellent attention to detail while also maintaining a broader perspective on overall project goals and deadlines.
- Project management skills and familiarity with software development processes and life cycles.
- Knowledge of Section 508 requirements and Web Content Accessibility Guidelines (WCAG).
- Familiarity with university enterprise-level systems, such as learning management systems (LMS), student information systems (SIS), customer relationship management systems (CRM), and enterprise service management systems.
- Visual design skills, including grid system layouts, web typography, color palettes, company branding, and image production for use on responsive sites and mobile devices.
- Ability to use wireframing, prototyping, and design tools (for example, OmniGraffle, Lucidchart, Balsamiq, or Axure; Illustrator, Photoshop, Dreamweaver, HTML, CSS).
- Ability to use office productivity applications (for example, MS Office, Google Apps for Education).
- Ability to work with people from a variety of different culturally diverse backgrounds.