

**Web Support Coordinator
Worcester Polytechnic Institute**

Direct Link: <https://www.AcademicKeys.com/r?job=103568>

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Posted Feb. 13, 2018, removed Apr. 11, 2018

Job Title	Web Support Coordinator
Department	Marketing
Institution	Worcester Polytechnic Institute Worcester, Massachusetts
Date Posted	Feb. 13, 2018
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
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Job Description	

Web Support Coordinator

Worcester Polytechnic Institute

Department: Marketing

Position Status: Administrative Exempt Positions

Basic Function:

The Division of Marketing and Communications is seeking a motivated, self-starter for entry-level position with room for career growth. Responsible for providing front-line technical support and customer service, as well as training related to the development of web content across multiple content management platforms (Drupal, Wordpress, Campusbird) for technical and non-technical audiences.

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Responds to inquiries via email, phone and occasionally walk-in for faculty and staff and in-person training to campus partners (one-on-one or group training) as well as remotely (video conferencing, training videos, phone, email using a help desk support application) Oversees a student helpdesk and prioritizes tasks using a ticketing system (Cherwell) and a task management application (Gitlab). Measures the success and efficiency of current training curriculum and update as required to ensure best practices are followed. Provides feedback from campus partners to the Marketing Technology team related to new CMS functionalities to meet the university and marketing department's needs.

Principal Duties and Responsibilities

- * Provide first-line web technical support and customer service to end users on a variety of issues.
- * Create detailed and accurate description of customer problems, troubleshooting steps and resolutions. Document, track, and monitor the problem to ensure a timely resolution and escalate to leadership as needed.
- * Oversee a student helpdesk which provides website support to the WPI community. This includes hiring, training and scheduling student workers.
- * Provides trainings, workshops, and customer service support to campus partners, maintains systems documentation and training documentation for Drupal and Wordpress.
- * Respond to telephone calls, email and in-person requests for web technical support.
- * Grant access rights to content publishers who have received training and the proper authorization.
- * Creates web forms in Drupal and using a third-party webform application with payment processing capabilities.
- * Work with cross-division functions to ensure that design and delivery of training support for campus partners is aligned with goals. Assist with creating new training materials and deliver on-site training for internal campus audiences.
- * Provides variety of web related duties, such as: implementing shorturls and setting up redirects; coordinate, develops and implements university websites/pages when called for special projects; assists in uploading videos to youtube or ensemble.
- * Work with web accessibility vendor to identify errors that require escalation to the web development or content teams.
- * Other duties as assigned.

Position Requirements

- * Bachelors degree or the equivalent combination of education, training and, experience.
- * 2 years+ help desk support experience required.
- * Entry level CMS experience required; Wordpress or Drupal preferred.

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- * Exceptional customer service skills, including oral and technical written communications.
- * Excellent interpersonal and effective communication skills with a strong customer service orientation and the ability to interact effectively with all levels of staff and faculty in the university community.
- * Excellent organizational and problem-solving skills.
- * Supervisory experience a plus.
- * Ability to multi-task and think and respond in timely manner. Need to be able to change gears quickly and work efficiently when responding to multiple support tickets on a variety of products.
- * Ability to communicate effectively to audiences of varying technical knowledge and abilities.
- * Experience creating and maintaining training documentation preferred.
- * Experience as a trainer/educator for technical product.
- * Solid technical proficiency with the ability to install, utilize and troubleshoot a variety of operating systems (e.g. Microsoft Vista, Windows 7, and Apple OSX 10.5 and above) and software packages including Office Productivity Software, Email & Calendar clients, and Web-based applications.
- * Understanding of mobile and responsive web design, accessibility concepts and regulations (such as WCAG and Section 508), and general usability best practices
- * Knowledge of HTML preferred.
- * Ability to deliver product and technology-based training to a variety of different learners.
- * Ability to adapt to evolving products and technology.
- * Ability to work collaboratively and effectively within a team environment.
- * An ability to take initiative and work with limited direction.
- * Willingness to learn and adapt quickly.

Posting Date: 02/09/2018

Open Until Filled: Yes

Special Instructions to Applicants:

EEO Information:

WPI is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. We are seeking individuals with diverse backgrounds and experiences who will contribute to a culture of creativity and collaboration, inclusion, problem solving and change making.

Criminal Background Check Statement:

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A pre-employment criminal records check is required.

To apply, visit: [url=http://apptrkr.com/1168291]https://careers.wpi.edu/postings/5385

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Marketing

Worcester Polytechnic Institute

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