# San Benito Consolidated Independent School District

**Human Resource Office**
240 N. Crockett St. • San Benito, TX 78586 • Phone: (956) 361-6150 • Fax: (956) 361-6291


**Job Title:** Webmaster

**Reports to:** Director of Technology

**Works with:** District Personnel

**Dept./School:** Technology

**Exemption Status:** Non-Exempt

**Pay Grade:** 07

**Days:** 226

**Date Revised:** 07/23/2020

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**Primary Purpose:**

To assist the Director with the management of the San Benito CISD's web presence, ensuring that the District's website is user-friendly and up to date at all times. Employee will provide help desk support services to District employees over the phone, in person, or via trouble tickets. Employee will be responsible for assisting the Director with other duties as assigned.

**Prerequisites:**

- Associates degree in technology-related field with two (2) years of work experience or four (4) years of experience in a technology related area or any equivalent combination of education, training, and experience which provides the required knowledge, experience, skill and ability to do the work of the position.

**Special Knowledge/Skills:**

- Proficiency in managing various web content management systems (WCMS)
- Ability to instruct end-users on proper usage of WCMS
- Thorough knowledge of website design and maintenance practices
- Good understanding of computer systems, mobile devices and other tech products
- Strategic thinking and problem solving skills
- Customer-oriented and cool-tempered

**Major Responsibilities and Duties:**

1. Serve as key resource for the management and maintenance of the District's website.
2. Ensure continuity of themes, designing layout, streamlining navigation and increasing online presence.
3. Assist district staff with the maintenance of website content.
4. Monitor site content and ensure information displayed on district websites is accurate and current.
5. Create original content to maintain and update district sites or blogs with various postings.
6. Revise web content according to the nature and tone of the District's web presence.
7. Assist the Director in administration of various district web applications.
8. Serve as the first point of contact for end users seeking technical assistance over the phone or email.
9. Perform remote troubleshooting through diagnostic techniques and pertinent questions.
10. Walk the customer through the problem-solving process.
11. Direct unresolved issues to the next level of support personnel.
12. Use the ticketing system to record requests or problems and their resolution.
13. Other duties as assigned by the Director of Technology.

**Mental Demands/Physical Demands/Environmental Factors:**

**Tools/Equipment Used:** Standard office equipment including personal computer and peripherals

**Posture:** Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

**Motion:** Repetitive hand motions including frequent keyboarding and use of mouse; occasional reaching

**Lifting:** Occasional light lifting and carrying (less than 15 pounds)

**Environment:** May work prolonged or irregular hours

**Mental Demands:** Work with frequent interruptions; maintain emotional control under stress

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Employee Signature: _____ Date _____

Administrator Signature: _____ Date _____