Technical Web Administrator/Product Manager

Information Technology Services (ITS)

POSITION SUMMARY

The Technical Web Administrator/Product Manager provides leadership in using web-based technologies in support of academic, administrative and marketing/communications functions of the College. Reporting to the CIO, this position will be part of the ITS leadership team and is responsible for technical support of the College web systems, including the maintenance of our Drupal Content Management System. This person will also be responsible for partaking in the evaluation of new web technologies, making recommendations to management for the effective use of such technologies and implementing these tools. Building on a deep knowledge of the changing landscape of mobile technologies, user experience, web accessibility and content management systems, this position is responsible for the strategic vision for, and management of the College's web properties, including oxy.edu and other College intranet platforms.

ESSENTIAL FUNCTIONS

- Responsible for driving the overall strategy, product roadmap, design direction, evolution, and ongoing technical support of the college’s online websites and web applications, including the college’s primary web presence (www.oxy.edu) and other external websites; departmental and divisional web sites and applications, for both academic and administrative areas; and other online initiatives and web-based projects for the college.
- Planning, strategy and support for the myOxy intranet portal and other internal web properties.
- Lead website product planning and execution, from requirements gathering to design, technical documentation, development, testing, and ongoing maintenance and support.
- Partner with Office of Marketing & Communications web content lead as oxy.edu ambassador for the Oxy community. Collaborate with the Office of Marketing & Communications web content lead as UX, information architecture and content consultant for offices and departments on their websites.
- Customer service orientation; management of Freshservice help desk tickets
- Communicate and collaborate with key departments and stakeholders across the College, including Marketing & Communications, Admission & Aid, Student Affairs, and Academic Affairs, to inform the product roadmap and ensure the web and product strategy is in alignment with the college’s overall marketing plan, content strategy, recruitment and fundraising plans, and other initiatives.
- Ensure that the college’s web presence adheres to best practices in user-centered, accessible design and information architecture.
- Manage projects and budgets with vendors for web design, development, and hosting. Prioritize feature development into organized sprints and releases. Oversee all major product updates, maintenance, and bug fixes.

REV: 7.2022
Identify new opportunities by analyzing and understanding user needs, industry trends, and competitive landscape within higher education online.

Manage all web analytics for the college, including establishment of web KPIs, data tracking and reporting. Ensure that the digital presence and web roadmap of the College is informed by web analytics.

Conduct user testing to ensure that Oxy’s web products continually evolve to meet the needs of various user groups, including prospective students, current students, faculty, staff, families, and alumni.

Manages and performs trainings for web editors and users of oxy.edu

Other duties as assigned.

QUALIFICATIONS

- Bachelor’s degree
- Knowledge of web standards, browser compatibility, and platform differences
- Experience with Drupal CMS
- Ability to write product and technical requirements
- Familiarity with UX design principles, particularly accessible design and WCAG accessibility requirements
- Experience with QA testing and UAT (for all releases on oxy.edu and our affiliated sites)
- Familiarity with bug and ticketing management software and prioritizing tickets into sprints
- Ability to wireframe a plus
- Familiarity with HTML, CSS, and other web programming languages a plus
- 2-3 years of experience as a technical project or product manager of a large Drupal system or other web site
- Exposure to managed hosting environments and systems administration
- Experience working with mobile apps
- Experience with Responsive Design and Development
- General knowledge of server setup/administration and DNS configuration
- Ability to work as a team member and meet deadlines
- Ability to work on multiple projects simultaneously
- Resourceful, passionate, and reliable with a collaborative spirit
- A strong customer service orientation

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to itsjobs@oxy.edu and resumes@oxy.edu.

ADDITIONAL INFORMATION

Occidental is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, gender expression, pregnancy, breastfeeding or related medical condition, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, genetic characteristic or information, military and veteran status, or any other characteristic protected by state or federal law. Occidental is strongly committed to increasing the diversity of the campus community and the curriculum, and to fostering an inclusive, equitable, and just environment within which students, staff, administrators, and faculty thrive. Candidates who can contribute to this goal through their
work are encouraged to identify their strengths and experiences in this area. Individuals advancing the College’s strategic equity and justice goals and those from groups whose underrepresentation in the field are particularly encouraged to apply.

Salary is commensurate with experience and qualifications. A comprehensive benefits package is available that includes: excellent health, dental, life, and retirement benefits; tuition benefits for the employee, spouse, domestic partner, and dependents; additional extras including use of gym facilities and the College Library. For a detailed description of benefits, please visit https://www.oxy.edu/offices-services/human-resources/benefits-information.

All qualified applicants will be considered for employment, including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.

Occidental College is committed to working with and providing reasonable accommodations to applicants with qualifying disabilities. If you need a reasonable accommodation because of a disability for any part of the application or employment process, please contact Human Resources (hr@oxy.edu).

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.