HRSD

Position Description: Web Portal Programmer

Section I. Position Reference Information

a.	Department	Information Technology
b.	Division	Enterprise Data Services
c.	Position Title	Web Portal Programmer (SharePoint)
d.	Immediate Supervisor	SharePoint Web Developer
e.	Work Center	Main Office
f.	Grade	6-6b

Section II. Position Summary

With minimal to moderate supervision, the Web Portal Programmer is responsible for:

a. Website content management configuration, development, programming and administration using Drupal, htm/html, Java, .NET, and other programming languages/protocols and standards

b. Microsoft SharePoint, Teams and OneDrive development, programming, and administration

c. Working with other members of the Information Technology Department in developing web-enabled applications and search engines that meet the requirements of the user community within and outside of HRSD

Section III. Examples of Position Duties

a. SharePoint and website development, content management, configuration, programming, and administration

b. Responds to end user requests for technical assistance pertaining to HRSD websites, SharePoint, Teams and OneDrive

c. Designs and configures web-based document management solutions in compliance with The Library of Virginia, Document Retention Standards and Practices in his/her capacity as a technical resource

d. Conducts server performance analysis, operating compatibility studies, log file and security access audits, content appropriateness reviews and database interface/access analyses to ensure agency compliance with all federal and state laws relating to retention, destruction and access of information stored on HRSD websites and SharePoint.

e. Conducts training on SharePoint and Teams

f. Acts as Information Technology's Records Retention and Data Governance Coordinator.

g. Serves as subject matter expert with regard to existing platforms, planned initiatives and feasibility studies which include/involve HRSD websites and SharePoint including storage retention, destruction and access of agency business data to ensure data consistency and integrity

h. Works with HRSD Records Retention Officer, work center representatives, The Library of Virginia, HRSD legal counsel and various third parties in determining the appropriate design, programming, and implementation requirements necessary to establish and maintain an effective, legally compliant and sustainable enterprise data management policy covering all agency-owned business information stored on/accessed through HRSD resources

i. Performs other duties as assigned

Section IV. Position Contacts

a. Standing Committees, Boards, and Organizations

Required

Member – Enterprise Data Services Division QST

b. Internal Contacts

Contact	*Purpose*	*Frequency*
Chief, EDS	Exchange of information regarding operations, issues of concern or other matters of importance to the Division's performance and organizational success	Daily
SharePoint Web Developer	Exchange of information relating to daily operations and special projects, coordination and performance of maintenance and support tasks and project related work assignments and responsibilities	Daily
All HRSD Staff	Providing HRSD website, SharePoint, Teams and OneDrive assistance as needed/requested, communicating	Daily

c. External Contacts

Contact	*Purpose*	*Frequency*
Outsourced service providers/consultants	Coordination of outsourced consulting services as needed to complete project-related tasks	As needed

Section V. Position Accountabilities and Expectations

a. Compliance – Ensures and enforces compliance with all software copyright and licensing laws, retention standards and requirements for HRSD
b. Operations and Maintenance – Supports and maintains HRSD websites and SharePoint media retention in accordance with relevant policies, procedures and guidelines
c. Customer Satisfaction – Acts collaboratively in assessing, evaluating and providing IT support services within and across organizational business units so that customer needs are met
d. Timeliness – Effectively performs support and updates HRSD websites and SharePoint media retention requests in established deadlines/milestones; completes assigned tasks and on time

Section VI. Working Conditions

a. Must be able to manage workload with minimal supervision in a team/customer-oriented culture
b. Must have the ability to make decisions based upon large amounts of technical and non-technical information from multiple sources
c. Must be able to manage a variety of moderately complex tasks/projects simultaneously.
d. Must possess outstanding organizational skills
e. Must be able to work well in a busy office environment with deadlines and continuous interruptions
f. Must be able to work overtime and/or unusual hours as necessary
g. Must be able to travel by car inside the HRSD service area

Section VII. Physical Requirements

a. Must have the physical dexterity to accomplish the duties defined herein
b. Must be able to lift and carry objects/equipment weighing 20-50 pounds

Section VIII. Other

a. Medical certification of physical requirements may be required
b. Must be currently authorized to work for any U.S. employer

Section IX. Qualification Standards

a. Education

Required

a) Associate degree in an information technology related field, communications, or other relevant area of study or a combination of education, experience, and/or certification(s) that provide the necessary technical competencies to perform in this position
b) Microsoft 365 Fundamentals (Exam MS-900) or commensurate with HRSD's established standard (generally no more than one version behind current)

b. Experience

1. Required

a) Minimum of two (2) years website content management and configuration
b) Minimum of two (2) years SharePoint and Teams development and administration
c) Substantial technical knowledge and skill in the execution/implementation of various document management and web portal technologies; ability to effectively communicate both verbally and in writing to convey technical information to technical and non-technical audiences; strong interpersonal, analytical and problem-solving skills
d) Experience working unsupervised as well as in a team environment; must possess a functional understanding of automated systems, inter-relational databases and web portal best-practices

2. Desired

a) Familiarity with web program design, collaborative software applications and similar technologies
b) Experience working with Microsoft ASP, .NET, HTML5, Java and web-enabled software applications
c) Familiarity with Microsoft PowerApps and PowerAutomate
d) Familiarity with The Library of Virginia's document retention and data management policies and procedures

c. Training Levels

a) Personnel are fully qualified at Grade 6 with a relevant associate degree and two or more years of appropriate website, SharePoint, Teams and OneDrive experience or an acceptable combination of appropriate education and experience and completion of the Microsoft 365 Fundamentals (Exam MS-900) or version commensurate with HRSD's established standard (generally no more than one version behind current).

The following training levels have been established for those who do not meet the fully qualified requirement:

6a – Associate degree - and two years of appropriate website and SharePoint experience or a combination of education, experience, and/or certification(s) to meet this requirement

b) 6b – Associate degree - and one year of appropriate website and SharePoint experience or a combination of education, experience, and/or certification(s) to meet this requirement

(Microsoft 365 Fundamentals exam must be completed within six months of appointment to the position in any of the above training levels.)

d. Job-specific Technical Competencies

Required

a) Experience configuring/managing/maintaining websites and web portal interfaces
b) Experience troubleshooting Microsoft 365 applications
c) Broad functional knowledge of document management and data retention compliance standards, practices and principles and be able to apply them in the development of effective web portal configurations

e. Special Licenses

Required

a) Microsoft 365 Fundamentals (Exam MS-900) or commensurate with HRSD's established standard (generally no more than one version behind current and must be completed within six months of appointment to the position)
b) Valid Driver's License from state of residence