# JOB DESCRIPTION

## Web Developer, ISS – Corporate Information Systems

Vacancy Ref: N2842

<table>
<thead>
<tr>
<th>Job Title: Web Developer</th>
<th>Present Grade: 6P</th>
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<tr>
<td>Department/College: ISS</td>
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<td>Directly responsible to: Head of Web</td>
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<td>Supervisory responsibility for: None</td>
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### Other contacts

**Internal:** Faculty web officers and other faculty and Professional Services web staff, Heads of Academic Departments, departmental administrators and officers, members of the Communications and Marketing team and Information Systems Services; other Lancaster University staff involved with web development.

**External:** Colleagues in other HE institutions, such as other T4 CMS users

### Purpose of the role

To work with colleagues in the Communications and Marketing department, faculties and academic departments and the wider IT and web community at the University, to provide a high level of operational maintenance, development and support of the central University web presence, with specific reference to developing the promotional effectiveness of the Lancaster University website.

### Major Duties

**User Experience, Design & Development**

- Develop Web components and services ensuring they meet quality, best practice and accessibility standards, using key front and back end technologies
- Design, roll out and maintain templates in the Content Management System (CMS) that meet customer needs, University visual identity requirements and user experience best practice
- Lead on user experience design for Web pages
- Write testable, modular, secure, maintainable, and scalable solutions within the CMS and supporting technologies, adhering to defined coding standards
- Write unit and acceptance tests to ensure the quality and robustness of code and Web pages
- Produce and maintain technical and user documentation relating to site operation, component use, trouble-shooting and configuration
- Organise and carry out user testing, on and off-site

**Support & Maintenance**

- Maintain existing University websites to ensure they continue to meet quality, accessibility, usability and best practice standards, both CMS and non-CMS legacy sites
- Provide technical support, communicating and using expertise to help both technical and non-technical users, prioritising individual requests, managing workload and escalating as necessary
- Troubleshoot, diagnose faults and debug site functionality within the CMS and supporting technology & systems, resolving issues in a timely and professional manner
- Actively search for and identify issues, problems and potential problems. Ensure they are recorded or resolved appropriately, depending on severity and impact
- Provide user support, documentation and training for the CMS, components and other Web services, using technical expertise and knowledge to create clear instructions for both technical and non-technical users

Other Duties

- Assist in estimation and prioritisation of team workload
- Keep up to date with the Web development discipline; learn about new technologies and liaise with colleagues in similar roles at other institutions, software vendors and other external bodies to acquire, maintain and disseminate specialist knowledge relating to Web authoring and design
- To undertake any necessary training and development
- Any other duties appropriate to the grade of the post as required by this role