

# ***HEARTBEAT INTERNATIONAL***

## **Job Description**

**JOB TITLE:** Web Specialist  
**CLASSIFICATION:** Exempt; Full-time  
**DEPARTMENT:** Extend Web Services/Ministry Solutions  
**REPORTS TO:** Manager, Extend Web Services  
**REMOTE STATUS:** Subject to supervisory discretion

### **SUMMARY**

The Web Specialist is responsible for the efficient, effective, and secure operation of Extend Web Services web server, EWS website, and development of EWS clients' websites. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian core beliefs and core operational values.

### **RESPONSIBILITIES**

1. Build/develop web applications/components for customers.
  - Build/develop web applications/components for customers utilizing a pre-existing template. Make changes to template as needed. Work with representatives from pregnancy help centers to make websites to their specifications.
  - Ensure purchase and maintenance of necessary website domain names, set up domain with name servers, and set up domain-based emails.
2. Provide customer service support, ensuring customer satisfaction and retention.
  - Solicit feedback that can be used for product improvement. Use customer follow-up system to ensure websites meet specifications, that quality service objectives are met, and client goals are exceeded.
  - Work collaboratively with staff, customers, and vendors to service and/or produce an exemplary product that serves the customer well.
  - Test and deliver quality products on a timely basis, meeting the expectations of customers and Heartbeat standards and goals.

### **Supervision (Received/Exercised)**

Work is performed independently with periodic review. Organize work and set priorities based on schedule, office policies and procedures, and supervisor. Supervisor or team leader regularly reviews non-routine work and periodically reviews routine work.

### **QUALIFICATIONS**

1. Minimum of 2 years' web development experience.
2. Experience dealing with a third-party web-hosting company is preferred, but not required.
3. Experience working in a Linux-based webserver is preferred but not required.
4. Experience working in Web Hosting Management Complete Solutions is preferred but not required.
5. Experience with cPanel is preferred but not required.
6. Experience with MySQL databases and database tables, fields, structure, queries, etc.
7. Experience with Joomla and Gantry, or similar portal engine and content management system. Experience with HTML, PHP, CSS/SCSS/ LESS, SVG, JavaScript.
8. Experience in website templating, responsive design foundations, and effective page speed optimization.

9. Graphic design experience with an eye for aesthetics and design details required.
10. Ability to learn new programs/software, technical requirements, and develop related skills quickly.
11. Experience in sales, advertising, or customer service (especially through telephone and e-mail) preferred.
12. Demonstrated ability to communicate and thrive in a team environment to troubleshoot customer tickets and manage customer projects.
13. Demonstrates willingness and ability to learn new web technologies.
14. Excellent verbal and written communication skills.
15. Ability to make decisions and resolve problems based on established policies and procedures, project standards/goals.
16. Ability to handle multiple projects, set priorities, and attend to details accurately and quickly.
17. Good interpersonal skills for working cooperatively with staff, Board, customers, other organizations, and public, and treat others with respect, honesty, and integrity, working towards Christian (scripture-based) peace and unity.
18. A willingness and desire to work as a team to serve callers and other Heartbeat constituencies, including other Heartbeat staff. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.