

Penn College of Liberal and Professional Studies: Temporary Web Manager Position Description

The Program Development group at Penn's College of Liberal and Professional Studies is seeking an experienced web manager to administer the implementation of its portfolio of online offerings on a new, custom-built platform. Applicants should have a strong background in managing complex web sites with Web 2.0 technologies and web-assisted live events as well as an ability to support stakeholders in their use of these technologies. To be successful, candidates must also demonstrate the following competencies: good written and verbal communication, service-orientation, project management, problem-solving and accountability without direct supervision. The abilities to multi-task in an environment with competing priorities and maintain accuracy while performing detailed data processes are essential.

Primary responsibilities include:

- Manage emerging social networks on Penn LPS Commons
 - Coordinate content management and train stakeholders to use content management tools
 - Communicate with students, faculty, and public participants
 - Conduct usability testing, document suspected bugs and system enhancements
 - Work with software vendors in design/implementation of new courses and communities
 - Monitor user-generated content and user interactions
 - Ensure compliance with terms of use, privacy and Creative Commons licensing
 - Identify and record associated administrative processes of effective Commons management
- Support online course delivery
 - Authenticate online courses and communities before they go live
 - Provide technical support in live course events
 - Troubleshoot users' desktop environments and multimedia hardware issues
 - Design and implement web-based marketing materials with internal partners
- Schedule, support and evaluate live web conferencing events on Adobe Connect Professional software
 - Identify training needs and provide training to faculty and course facilitators on how to use the Adobe Connect Pro software
 - Create web-based user tutorials and help documents as needed

Requirements:

- Bachelor's degree
- 2-3 years professional experience specializing in Web management/development
- Experience with Drupal or similar open source content management systems
- Experience managing user-generated content in Web 2.0 applications
- Experience with multimedia and design software (e.g. Adobe Suite, Real Media, Quicktime, Flash)
- Understanding of digital copyright issues and Creative Commons licensing

Preferred Skills:

- Evidence of continuing studies, coursework and active professional involvement
- Understanding of user interface design and information architecture

Job dates: ASAP through Aug 31, 2009 (Opportunities to extend contract may be available.)

Work Hours: 25-35 hours per week (Evening hours from late May to early July will be required.)

Pay: \$22/hour

Location: On campus in University City

To apply, please submit resume and cover letter to: lps-commons@sas.upenn.edu