Georgia State University

Job Specification

Job Title: Interactive Support Specialist

BCAT Code: 09MX31  Effective Date: June 3, 2014
Pay Grade: G11  FLSA Status: Non-Exempt  Revision Date: November 1, 2014

General Description
Provides day-to-day technical support for the University’s web content management system.

Examples of Duties
- Supports the University web content management system in technical day-to-day matters.
- Collaborates with team members to enhance and streamline services.
- Maintains and contributes to technical internal and external documentation.
- Supports technology platforms used by Public Relations (PR) and Marketing Communications (Marcomm) at level 2 to communicate digitally with Georgia State University external audiences. Works closely with senior members to ensure that questions and requests are resolved.

Knowledge, Skills and Abilities
- Knowledge of C5, graphic design, and marketing.
- Effective time management, customer service, and organizational skills.
- Effective oral and written communication skills.
- Ability to use independent judgment.

Minimum GSU Hiring Standards
Bachelor’s degree and one year of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources  Classification Section