Web Consulting Services Knowledge / Skills & Training Inventory: Supervisor Assessment

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| **KNOWLEDGE / SKILL** | **Indicate Primary Staff Resource** | **Is Additional Cross Training Needed in Unit?** |
| Conducting web redesign | Leslie | YES  NO |
| Writing IT policies and guidelines | Leslie | YES  NO |
| Writing procedures and other documentation regarding the use of State portal templates, tools, and resources | Leslie | YES  NO |
| Analyzing and reviewing proposed enhancements and modifications to the state web template, state portal, and related websites and social media channels | Leslie | YES  NO |
| Performing simple coding | Leslie, Lisa | YES  NO |
| Developing sitemaps | Leslie | YES  NO |
| Providing guidance and direction to departments regarding portal policy, procedures, and requirements | Margie | YES  NO |
| Participating in cross-agency teams, public focus groups, web design efforts, and department-related committees and working groups | David, Lisa | YES  NO |
| Serving as a project lead | Leslie | YES  NO |
| Producing procurement documentation | Lisa | YES  NO |
| Assessing and analyzing business and technical requirements | Lisa | YES  NO |
| Training department staff in the administration, maintenance, troubleshooting, and service delivery procedures for assigned services | Lisa | YES  NO |
| Creating and maintaining social media accounts and channels | Margie | YES  NO |
| Conducting surveys and other methods for improving web site usability | Margie | YES  NO |
| Proofreading/editing documents and successfully incorporating feedback/changes | Leslie | YES  NO |
| Conducting user experience research and usability tests | Leslie | YES  NO |
| Presenting information and making recommendations to an executive audience | Margie | YES  NO |
| Knowledge of industry standard web technologies (HTML, CSS, and JavaScript) | Margie, David | YES  NO |
| Knowledge of Web Accessibility laws codified in Web Content Accessibility Guidelines, World Wide Web Consortium, and Section 508 standards | Leslie, David | YES  NO |
| Knowledge of web tools (Google Site Search, Google Analytics, State webpage, template, RSS feeds, and social media sites) | Leslie, David | YES  NO |
| Knowledge of department’s goals and operation procedures as related to web sites | Leslie, David | YES  NO |