

Web Designer and Support Analyst

Position Category: Full Time

Location: Washington, DC (Onsite and Remote Work)

Company Profile

Systems Thinking & Solutions (STS) is an information technology and professional services company. Our mission is to extend the capabilities of our clients in order to acquire, manage, and continuously improve their information technology systems. Our core capabilities include: Help Desk / Service Desk Support; Enterprise Software Maintenance; Cyber Security; Systems Engineering; Business Enterprise Architecture; Modeling and Simulation; Project Management and Acquisition Support; Six Sigma and Business Process Reengineering; Business Analysis Support; Decision and Risk Management.

Summary

Design, develop and debug websites and web-based applications utilizing various technologies. Design, develop and manage application databases. Update and redesign the existing public website with web-based tools to support open communication with the public. The updated website shall include a new design and layout, as well as improvements to the site's usability and accessibility. The new/ updated content shall include additional features such as a new Hotline Portal, Fraud alerts page, and an expanded Whistleblower Page.

Website Support

Provide support for basic website maintenance, ensuring Section 508 compliance and content update (e.g. posting announcements and reports) according to requirements and direction.

Website Redesign and Upgrade

Create wireframes and style guides that include color schemes and fonts. Redesign the website to display this content in a user-friendly manner, following best practices to provide secure, agile, and reliable web communications to the public and internal audiences. The new site must be adaptive to mobile devices; it must also meet accessibility requirements in accordance with Section 508 of the Rehabilitation Act of 1973. Once the new website design is complete, migrate the content from the existing website to the new site. Verify that all content specified to migrate is present on the new website. The new site shall accommodate various forms of content, including content pages, PDFs, embedded videos, and links to social media such as Facebook and Twitter. Provide a Standard Operating Procedure (SOP) for content uploads, edits, maintenance and managing future updates such as posting newsletters, fraud alert warnings, feature pages, reports, and any documents required to provide the public with up-to-dated information.

Minimum Experience Level

- 2 years relevant experience to include internships and part-time work.

Preferred Additional Experience

- Training or experience in developing databases.

Required Skills/Certifications

- Ability to interact with executive-level customers and management as well as operational-level stakeholders.
- Excellent customer service skills
- Comfortable collaborating
- IT security support
- Configuration and change management
- End-User support services
- System administration (hardware and Commercial-Off-the-Shelf (COTS) software for end user equipment, local area network, hosting servers, database systems administration)

Education and Certifications

- Related degree and certifications.

****Security Clearance Requirement****

NACLC background check is required.

Applicants for employment in the US must have work authorization that does not now or in the future require sponsorship of a visa for employment authorization in the United States

**STS is a federal contractor and an EEO and Affirmative Action Employer of
Females/Minorities/Veterans/Individuals with Disabilities**

**All employment decisions shall be made without regard to age, race, creed, color, religion, sex,
national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or
expression, genetic information, marital status, citizenship status or any other basis as protected by
federal, state, or local law**

STS is an Equal Opportunity Employer