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**Syracuse University ITS**

**Information Technology Analyst – Web Accessibility**

Syracuse University Information Technology and Services invites applications for the position of Information Technology Analyst-Web Accessibility. The Information Technology Analyst will have a deep understanding of assistive hardware and software technologies and the ability to evaluate and consult on web accessibility best practices. We are looking for a personable self-starter, who is exceptionally well organized and capable of leading cross-functional technical and support teams.

\*\*\*This position will initially last for a term of approximately two years.

**General Responsibilities:**

* Responsible for providing user training and technical consultation in the accessible use of a variety of form factors such as mobile, tablet, and desktop workstations, electronic documents (e.g., PDF, Word, Excel, and PowerPoint), and online platforms (Blackboard, Expressions, MySlice, and Course Catalog).
* Responsible for leading a team of students to perform web accessibility testing based on Section 508 and WCAG 2.0, to include: semi-automated scans, manual reviews, keyboard only, color sampling, and screen reader testing using a combination of common web accessibility testing tools such as WAVE, Web Accessibility Toolbar, Colour Contrast Analyser, and JAWS screen reader, respectively.
* Responsible for accessibility training and support for key web developers and content providers
* Responsible for working with Online Learning Services (OLS) to provide information, workshops, and seminars to faculty and staff on the use of assistive technology and adaptive equipment in support of teaching and learning.
* Responsible for troubleshooting, evaluating, and recommending assistive software and hardware.
* Responsible for researching the most recent assistive technology and adaptive equipment.
* Responsible for remaining current and knowledgeable on available assistive technologies.
* Responsible for designing, compiling and generating reports, and presentations as needed.
* Will work with the Office of Disability Services, Burton Blatt Institute, Distributed IT Support Staff, and ITS.
* Perform other duties as assigned.

**Qualifications:**

Bachelor degree in computer science, information technology, human computer interaction, education or related field with three of relevant experience in customer service, assistive technology or related field or an equivalent combination of education and experience is required.

* Two years of experience in a customer service position, preferably working with customers related to assistive technologies. Experience in higher education preferred.
* One year of recent paid experience in the field of assistive technology, which required the use of assistive technology software and equipment.
* Desktop hardware and software skills in both the AD desktop/laptop environment used by staff and faculty and stand-alone devices used by students, including mobile devices.
* Experience building web sites and in-depth knowledge of how to evaluate the usability of a web site.
* Knowledge of a wide variety of adaptive technologies, with a passion to keep current on emerging technologies.
* Experience supervising students, managing projects, and providing team leadership.
* Experience working with students and/or individuals with disabilities.
* Knowledge of relevant disability laws as they relate to technology, including Americans with Disabilities Act (ADA), Sections 504 and 508 of the Rehabilitation Act of 1973, and the Amendments.
* More than two years hands-on experience using web accessibility testing tools and screen reader to evaluate web sites/web applications and testing electronic documents (PDF, Word, Excel, PowerPoint) for conformance to the Section 508 standards and as suggested by the best practices guidelines from the [World Wide Web Consortium](http://en.wikipedia.org/wiki/World_Wide_Web_Consortium)'s (W3C) [Web Accessibility Initiative](http://en.wikipedia.org/wiki/Web_Accessibility_Initiative) (WAI).
* Knowledge of a variety of AT tools including JAWS, Open Book, Kurzweil, ZoomText, Inspiration, and Dragon Naturally Speaking. Proficiency in the Microsoft Windows Operating System is required.
* A passion for making the web more accessible and usable for everyone.
* Excellent written communication skills for heavy documentation; verbal communication skills for training and development.
* Ability to work effectively with ethnic, cultural, and socially diverse student populations.
* Successful completion of Human Factors International (HFI) Certified Usability Analyst (CUA) certification or other recognized assistive technology certification training program is considered a plus, equivalent experience is accepted.

Women and members of other traditionally underrepresented groups are encouraged to apply. Syracuse University is an AA/EOE.  To apply please go to: [www.sujobopps.com](http://www.sujobopps.com), job# 027618.