

Job Title: Digital Product Specialist

Classification: Exempt

Grade Level: E

Reports to: Director of Publishing - Digital & Analytics

Date: March 30, 2026

Summary/Objective

The Digital Product Specialist supports the platforms, tools, and workflows that power APS digital publications. In this hands-on role, you help maintain and enhance APS journal sites by creating webpages, updating features, leading QA, enhancing discoverability, improving accessibility, reviewing analytics, and coordinating platform changes with colleagues and partners. You enjoy solving problems, improving user experience, and ensuring that authors, editors, reviewers, members, and readers have a reliable and intuitive digital environment. You thrive in a collaborative team setting, work well in structured workflows, and take initiative to keep systems updated, content accurate, and processes well documented. This role applies specialized digital publishing knowledge and independent judgment to support operational improvements and resolve platform and workflow issues. Your work strengthens APS's discoverability, usability, and product operations across our publications program.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Platform & Website Support

- Update webpages, templates, and digital features within APS publication platforms to ensure accuracy, usability, and alignment with APS standards.
- Build and maintain site components using CMS tools and predefined configuration options.
- Conduct routine quality assurance checks to validate functionality, responsiveness, and user experience across devices identifying issues and determining appropriate corrective actions.

2. Digital Product Operations

- Coordinate regular web operations in alignment with content calendars, publication schedules, and product priorities.



- Write clear, actionable support tickets for platform vendors and track resolution progress, evaluating responses and recommending next steps when issues arise.
- Provide internal user support for APS staff, troubleshooting CMS or platform issues and escalating as needed while exercising judgment in diagnosing root causes.
- Review SEO data, including conducting monthly audit of XML sitemap to create and evaluate strategy for improving performance on key search engine platforms such as Google and Bing.
- Support Institutional Sales Manager by troubleshooting access control, reporting and other issues with the platform.

3. UX, Accessibility & Quality Assurance

- Support UX improvements by testing new features, gathering feedback, and documenting user pain points.
- Assist with accessibility reviews to ensure APS webpages and features meet established standards.
- Help identify opportunities to streamline workflows, reduce friction, and enhance user satisfaction and recommend practical operational improvements..

4. Analytics & Reporting

- Review web analytics, Google Search Console and usage trends to inform small enhancements and recommend opportunities for optimization. Contribute to the creation of routine reports on traffic, engagement, redirects, or feature performance.
- Creates email alert report to support Marketing.
- Runs experiments or A/B tests, for example gathers requirements, prepares pages, and validates results to support data-informed adjustments to site functionality..

5. Documentation, Processes & Collaboration

- Develop and maintain clear user guides, internal documentation, and workflow instructions for digital processes.
- Coordinate with Editorial, Production, and Digital Publications staff to keep content, metadata, and site features updated.
- Partner with the Digital Publications Manager and cross-functional colleagues on platform updates, new features, and incremental improvements.
- Work with APS IT and external vendors to ensure platform functionality and user access systems operate reliably, serving as a technical liaison for issue resolution and operational enhancements.

Skills/Abilities

1. Proficiency with CMS tools and web technologies; Expertise with HTML and CSS required.



2. Ability to test features, identify issues, and translate findings into clear documentation or vendor tickets.
3. Comfort reviewing analytics dashboards (e.g., Google Analytics) and interpreting basic trends.
4. Strong communication and collaboration skills across teams.
5. Solid time management and organizational abilities.
6. Meticulous attention to detail and commitment to accuracy.
7. Ability to follow established workflows independently, while knowing when to ask for guidance and suggest improvements.
8. Ability to apply technical expertise and judgment to troubleshoot platform issues and recommend operational solutions.

Education and Experience

1. Bachelor's degree or equivalent professional experience.
2. 2-4 years of experience working with digital platforms, websites, product support, or content management systems; experience in scholarly publishing or academic content is a plus.

Other Duties

1. Other duties as assigned.

Supervisory Responsibility

This position does not have supervisory responsibilities.

Benefits

This position is a full-time, Exempt position. APS offers a competitive salary with excellent benefits, including a 403(b)-retirement plan; holidays, generous annual and sick leave; medical, dental, and vision insurance plans; flexible spending; and life and short-and long-term disability insurance.

Where will you work?

We offer a flexible hybrid work model, with employees based out of our headquarters in Rockville, Maryland (Washington, DC metro area). Team members typically work in the office anywhere from a few times per week to once a month, depending on their role and team needs.

Occasional in-person attendance is required for division and staff meetings. At this time, we are only considering candidates located in the Washington, DC metro area.

To Apply

All qualified applicants must send a cover letter, including salary requirements and a resume, to resume@physiology.org.



To learn more about APS, please visit: <https://www.physiology.org>

To learn more about APS Publications, please visit <https://journals.physiology.org>.

APS is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.