



POSITION DESCRIPTION

Director of Enterprise Systems

Position Director of Enterprise Systems
Department/Site Technology and Computer Services
FLSA Exempt
Evaluated by Chief Technology Officer
Salary Range 65

Summary

Under the general direction of the Chief Technology Officer, the Director of Enterprise Systems plans, develops, implements, and supervises all enterprise computing systems including: the college enterprise resource planning (ERP) system; supporting databases; software applications; interfaces; report development; cloud applications; workflow processes; and related computing services. Ensures consistent and efficient computing services to college personnel, students, and the community.

This is a 12-month classified management position.

Essential Duties and Responsibilities

- Leads, plans, administers, and modifies enterprise computing systems including the college systems; supporting databases; software applications; interfaces; report development; cloud applications, workflow processes and related computing services.
- Plans, organizes and directs the installation, configuration, maintenance, programming and repair of enterprise systems.
- Evaluates and manages cloud applications and related computing services, considering security, cost-effectiveness, and integration with existing systems.
- Maintains and manages the college's cloud environment, with a focus on actively monitoring resource consumption and identifying opportunities to reduce operational costs.
- Manages the automated scripting for account provisioning, updating, and sunseting for security and accuracy.
- Manages enterprise systems to ensure proper integration and optimal reliability.
- Engages with the technology management team to develop cyber incident, disaster recovery and business continuity plans to ensure proper function of ERP system.
- Manages all interfaces to resources external to the central college systems.
- Manages the lifecycle of college enterprise systems.
- Manages Programmers/Analysts in their role of application programming, interface and report development; Database Administrators in their role to update, maintain, and optimize the college databases; and Web Support Personnel in their role to support and maintain the college web site.
- Directs team to monitor, manage, and resolve incidents as it relates to enterprise computing systems.
- Works with technology management in designing and implementing college wide technology solutions.
- Plans and monitors section 508 accessibility compliance on District website.
- Administers requests related to the college ERP system; supporting databases; software applications; interfaces; report development; cloud applications and related computing services.
- Oversees end-user technology training for staff and faculty.



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- Writes specifications and designs, directs development of bid specifications and prepares plans to install or modify enterprise systems.
- Responsible for managing change process and documentation with college stakeholders as it relates to the ERP and related systems.
- Establishes system software standards, upgrade procedures and maintenance activities to achieve the highest possible reliability and accessibility of enterprise systems.
- Provides technical and information assistance in support of college to ensure the technology needs of the project are met in a timely and cost-effective manner.
- Engages in activities to keep current with the latest releases and best practices related to enterprise systems.
- Hires, trains, supervises, and evaluates assigned personnel; resolves conflict through active listening, communication, and use of conflict resolution strategies; establishes individual and department priorities, projects, tasks and responsibilities.
- Serves as chairperson for the appropriate shared governance committees.
- Participates on technology management teams including but not limited to annual budgeting and strategic planning.
- Participates in grant writing and/or partnerships that provide support funding and the development of new and/or innovative technologies.
- Maintains positive working relationships with other departments on campus.
- Helps to create and maintain an environment that is customer-centered and service oriented.
- Communicates District policy and administrative decisions to assigned personnel and students.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Ensures compliance with local, state, and federal regulations.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Knowledge, Skills and Abilities

- Knowledge of enterprise resource planning (ERP) components including computer operating systems, databases, application development, authentication and security standards, interfaces, cloud services, workflow processes, and report development in a multivendor and multiprotocol environment.
- Knowledge of current developments and trends in the enterprise systems industry.
- Knowledge of troubleshooting procedures for enterprise systems, interfaces, and related hardware and software.
- Knowledge of management skills with policy and budget formation including preparation and administration of the annual budget.
- Knowledge of cloud computing infrastructure.
- Knowledge of business process improvement.
- Knowledge of principles of waterfall and agile project management, planning and program review.
- Knowledge of Cybersecurity frameworks such as National Institute of Standards and Technology (NIST) or Center for Internet Security (CIS) controls.
- Knowledge and understanding of Forms and Reports Relational Database programming, web development, ODBS and API data access.
- Knowledge and understanding of California State reporting requirements such as Management Information Systems (MIS) and CCFS-320 submittals.



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- Ability to develop automated business systems.
- Ability to perform all of the relevant duties of the position with only general direction.
- Ability to work effectively in a shared governance environment.
- Ability to provide customer support from a management level.
- Ability to provide customer service protocol with a customer service-oriented priority.
- Ability to effectively use a personal computer and a variety of job-related software applications.
- Ability to conduct long-range planning.
- Ability to communicate effectively, in English, with a diverse population both orally and in writing.

MINIMUM QUALIFICATIONS

- Possession of a bachelor's degree in computer science or information systems, or a related field, with a minimum of five years of software development, interface development with third-party systems, and enterprise computer system management.
- Demonstrates sensitivity to, understanding of, and ability to work with the diverse academic, socioeconomic, ethnic, religious, disability, gender, gender identity, sexual orientation, immigrant status, and cultural background of community college students, faculty, and staff; and successfully fosters and supports an inclusive educational and work environment.