



POSITION DESCRIPTION

Enterprise Systems Supervisor

PositionEnterprise Systems Supervisor
Department/Site..... Technology and Computer Services
FLSA.....Exempt
Evaluated byChief Information Services Officer
Salary Range..... 15

Summary

Under the general direction of the Chief Information Services Officer, the Enterprise Systems Supervisor 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; and related computing services. Ensures consistent and efficient computing services to college personnel, students, and the community.

Essential Duties and Responsibilities

- Leads, plans, administers, and modifies enterprise computing systems including the college enterprise resource planning (ERP) system; supporting databases; software applications; interfaces; report development; cloud applications and related computing services.
- Plans, organizes and directs the installation, configuration, maintenance, programming and repair of enterprise systems.
- Manages enterprise systems to ensure proper integration and optimal reliability including security and disaster recovery.
- Manages all interfaces to resources external to the central college systems.
- Manages Programmer/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.
- Administers requests related to the college enterprise resource planning (ERP) system; supporting databases; software applications; interfaces; report development; cloud applications and related computing services
- Writes specifications and designs, directs development of bid specifications and prepares plans to install or modify enterprise 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 building projects, for new construction and remodels, 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 the performance of direct reports.
- Serves as chairperson for the appropriate shared governance committees.
- Participates on technology management team including but not limited to annual budgeting and strategic planning.



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- 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.
- Communicates District policy and administrative decisions to assigned personnel and students.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Supervises and evaluates assigned personnel.
- Resolves conflict.
- 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, relational databases, application development, authentication and security standards, interfaces, cloud services, and report development in a multivendor and multiprotocol environment.
- Knowledge of internet and intranet infrastructure, Wide Area Networks (WANs), Local Area Networks (LANs), network-attached storage, backup and disaster recovery procedures, office productivity applications, email, and web services.
- 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.
- 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.
- Sensitivity to, understanding of, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.

Education and Experience

- Possession of a bachelor's degree in computer science or information systems, or a related field, with a minimum of eight years of software development, interface development with third-party systems, and enterprise computer system management.