



DIRECTOR, ENTERPRISE APPLICATION SERVICES

Reports to: Associate Vice President/ Chief Information Systems Officer

Dept: Information Technology Services

Range: CM-17

FLSA: Exempt

EEO: Executive/Administrative/ Managerial

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general direction, manages the enterprise applications services team, provides strategic leadership and guidance for the architecture, development, security, implementation, integration, maintenance and enhancement of the district's enterprise software applications and cloud first strategy; ensures the effective planning and completion of multiple software projects of varying size and scope to meet business area requirements; manages budgets, drives innovation, and oversees software architecture design and integration with third-party applications; assumes and performs related duties and responsibilities as required.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Supervisory Responsibilities

1. Recruits, interviews, recommend hires, and trains staff.
2. Oversees scheduling, assignments, and the daily workflow of the department.
3. Provides constructive and timely performance evaluations.

Duties/Responsibilities

4. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
5. Provides strategic vision, leadership, oversight, design, implementation, and integration on all enterprise application services and operations utilizing best practices for information security, data integrity, and technology implementation planning.
6. Serve as project manager for a variety of software development and enhancement projects; work closely with a variety of constituents to assess needs, coordinate plans, and provide

support for a variety of applications/databases and development projects; develop technology strategy, review and approve project scope of work, detailed project plans, milestones and deadlines.

7. Supervise the design, analyses, maintenance, monitoring, and modification of enterprise applications databases to meet department/enterprise requirements; plan, organize and execute the migration and conversion of data; ensure the integrity and security of data; lead and participate in technology and facilities security planning, department/enterprise disaster recovery planning and data security administration; oversee the administration of application-level security protocols; assign roles and permissions.
8. Direct the development, update, and maintenance of the district's websites and web portal; with web application developers, create web standards and features; oversee implementation of new website applications.
9. Perform root cause analysis of issues and develops and implements an approved approach for resolution; ensures team members are responding and troubleshooting reported problems pertaining to application performance and reliability in a timely manner.
10. Prepares enterprise information systems operating plans and assists in developing budgets; recommends funding and procurement of information systems enhancement; provides support for federal and state reporting requirements such as annual and term-based submittals of Management Information Systems (MIS) data to the State Chancellor's Office.

OTHER DUTIES:

1. Represents the department on committees and workgroups and attends meetings related to district's application operations.
2. Design and create processes to facilitate reporting and increase efficiencies.
3. Work with software, security, hardware, and network vendors; attend related meetings and workshops.
4. Monitor and review new technology products and technology tools; review available information in industry publications, technical websites and others to evaluate opportunities to better meet district business, operational, productivity and technical requirements.
5. Maintain up-to-date technical knowledge by attending educational workshops, conferences, trainings, reviewing professional publications, establishing personal networks and participating in professional associations to keep up with the industry regarding the district's IT portfolio, mission, and vision.
6. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Cloud services and computing; enterprise information systems planning, analyses, design, conversion, integration, testing, implementation and operations; application support and troubleshooting principles and practices; understanding of database management principles and practices.
2. Project portfolio management principles, advanced systems analysis methods and techniques of IT applications and development.
3. Applicable federal, state, and local laws, rules, and regulations affecting data collection, processing, consolidation, analyses, and reporting.
4. ERP/SIS, LMS, CRM, CMS and business and back-office applications, preferably used in an educational environment.
5. Forms and Reports Relational Database programming, web development, ODBS and API data access.
6. Business intelligence and reporting tools, data governance, data warehouse, and data architecture principles and techniques.
7. Technology strategy and implementing standard operating procedures with a goal of providing first-class customer service.
8. Principles and methods of enterprise-level data management and data storage technology solutions.
9. Research methods and analyses techniques including cost-benefit analysis.
10. District human resources policies and labor contract provisions.
11. Safety policies and safe work practices applicable to the work.

ABILITY TO:

1. Support public and private cloud computing environments and services; develop automated business systems; maintain current knowledge of trends and technological advancements in assigned areas of responsibility.
2. Manage, track budgets, and maximize return on investment; make sound, expert independent decisions within general policy guidelines.
3. Provide first-class customer service and communicate technical information to a non-technical audience; assess customer needs, set priorities, and allocate resources to meet needs most effectively in a timely manner.
4. Establish and maintain effective and cooperative working relationships by exhibiting courtesy, tact, patience, and diplomacy.

5. Exhibit proficiency in expressing complex and technical concepts through clear and concise verbal and written communication and reports.
6. Delegate, plan, schedule and perform complex maintenance and upgrades to enterprise applications located both on-premises and in the cloud.
7. Perform business process analyses and reach sound, logical conclusions regarding user needs and business requirements.
8. Understand and apply functional requirements to the development of systems proposals, specifications and recommendations for cost-effective information systems and technology solutions.
9. Present proposals and recommendations clearly, logically, and persuasively.
10. Develop and implement appropriate procedures and controls.
11. Represent the district effectively in dealings with vendors, other community colleges and industry groups.

EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited institution in Information Technology, Computer Science, Business Administration, Business Systems Computer Science, or other related field, and five (5) years of progressively responsible experience in information technology within any of the following areas: application development, enterprise software information systems, system or data architecture, application support; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Assigned classified staff, student and temporary workers, cloud service providers, vendors/contractors, and other staff as assigned.

CONTACTS:

Administrators, faculty, staff, students, network service providers, vendors and other community college IT managers and staff.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings, weekends, and/or holidays on an as-needed basis. Occasional local travel may be requested.