DIRECTOR ENTERPRISE SERVICES - APPLICATIONS

DEFINITION
Under the direction of the Vice Chancellor Information Technology the Director Enterprise Services Applications is a working supervisor responsible for the management, development, implementation and operational support of enterprise information systems, interfaces and related projects. This position is also responsible for ensuring high quality project requirements, analysis, management, coding and programming efforts, as well as serving as a primary liaison with application hosting service providers. The Director Enterprise Services-Applications communicates with all constituencies involved in application implementation, development and operations to maintain and upgrade various aspects of applications and related systems. This position also supervises, trains, and evaluates the performance of assigned personnel.

SUPERVISION RECEIVED AND EXERCISED
Receives general administrative direction from the Vice Chancellor Information Technology.
Provides direct supervision to supervisory, professional and technical staff, as well as other administrative support staff, as assigned.

ESSENTIAL DUTIES
- Plan, supervise and participate in the implementation and maintenance of software applications and support of clients in a multi-campus, centralized IT department.
- Direct, manage, and coordinate the daily activities of the Applications Development Team to include supervising, training, coaching, organizing, planning, and staffing operations; assist staff in designing alternative solutions concerning unusual situations.
- Observes and measures organizational performance against customer requirements and recommends modifications to existing systems or development of new systems and IT support services.
- Assure compliance with State Education Code, District Policy, and IT Department policy.
- Confer with Colleges and Central Service departments to coordinate efforts and enhance systems; establishing schedules and priorities.
- Implement or develop enterprise software and support procedures based on best industry practices.
- Provide technical expertise to staff and other IT Department employees.
- Participates in the evaluation of various hardware, software and cloud service resources to identify strengths, weaknesses and potential benefits for the District; evaluates all systems for sustainability.
- Prepares management reports and proposals concerning long-range software, equipment and staffing needs related to Enterprise Services-Applications.
- Monitor security of information systems, develop disaster recovery processes, and maintain appropriate system logs and procedural manuals
- Analyzes user support statistics and other data and implements appropriate measures to improve services following a total cost of ownership model.
- Prepares recommendations and effectively manages budgets for areas of responsibility. Provides recommendations during the technology procurement and contract processes.
- Collaborates with various committees, district and college departments regarding various solutions to developing and implementing new or ongoing technology.
- Maintains accurate and complete system documentation and business records.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Education/Experience, Knowledge and Ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and Experience:

- Education: Equivalent to possession of Bachelor's degree in Application Development, Computer Programming, Information Systems, Systems Administration, or related technical field.
- Experience: Five years of management experience in assigned area of expertise, i.e. application development, or ERP management.

Knowledge of:

- IT application development methodologies, procedures, principles and practices.
- Education Code and other rules and regulations pertaining to IT activities and data confidentiality.
- Interpersonal skills using tact, patience and courtesy.
- Best practices of technical employee management, supervision, motivation and training.
- Computer programming languages, utilities, and applications used in a higher educational setting.
- Advanced principles and techniques of systems analysis and design, computer programming, and application and system documentation.
- Management of an integrated ERP system and all supporting systems, preferably Ellucian Colleague using Microsoft SQL.
- Technical report writing.
- Software, hardware and network standards and quality assurance best practices.
- Principles, theories, methods and practices of effective project management.
- Development, management and tracking of strategic and operational goals and objectives.

Ability To:

- Plan, supervise, and participate in activities and operation of a centralized IT department.
- Build and lead diverse, successful, high performing teams.
- Train, supervise, and evaluate staff.
- Direct multiple concurrent, complex projects with conflicting priorities and deadlines.
- Diplomatically mediate, negotiate and prioritize conflicting demands.
- Acquire and maintain current technological and regulatory knowledge.
- Organize, prioritize, and track tasks, requests, and projects effectively.
- Understand and independently carry out complex oral and written instructions.

Licenses and Certificates:

- Possession of a valid California Motor Vehicle Operator's License.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.

- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting**: occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements**: close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking**: ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors**: ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

Class Adopted: 7/12/2017
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