

## **DIRECTOR, ENTERPRISE APPLICATIONS SERVICES**

### **CLASS SUMMARY**

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

### **REPRESENTATIVE DUTIES**

Provides strategic vision and leadership on enterprise application operations; has the primary responsibility for the oversight of enterprise student and administrative information systems, including the district's Enterprise Resource Planning (ERP)/Student Information System (SIS), Learning Management System (LMS), business intelligence, reporting and other enterprise systems; works within the district's IT governance framework to develop technology strategy, define project requirements, agree on priorities, provide project status updates and deliver projects on time and on budget; assigns, trains, evaluates and supervises staff; coordinates applications/database support and development activities through direct and indirect staff as well as contracted services; provides support for state reporting requirements such as annual and term-based submittals of Management Information Systems (MIS) data to the State Chancellor's Office; performs systems analysis and project management activities that include planning, designing, implementing, and maintaining districtwide business applications and reporting systems; communicates with personnel from a variety of departments including staff, faculty, administrators and various vendors and researchers to exchange information concerning existing and proposed application systems and to gather and document business requirements; represents the department on committees and workgroups and attends meetings related to district's application operations; ensures that team members are responding to, and troubleshooting reported problems pertaining to application performance and reliability; identifies the root cause of issues and develops and implements an approved approach for resolution; collaborates with other ITS management employees on the development, implementation, interpretation, application, and update of standard operating procedures and guidelines related to the security and operation of enterprise applications and other various technologies; supports the district's data governance processes, oversees data warehouse administration and updates of data element dictionaries; assists in preparing enterprise information systems operating plans and budgets; recommends funding and procurement of information systems enhancements; attends conferences, seminars and trainings to keep up with the industry in regard to the district's application software.

### **ORGANIZATIONAL RELATIONSHIP**

This position reports to the Assistant Vice Chancellor of Information Technology Services.

### **MINIMUM QUALIFICATIONS**

#### **Training and Experience**

Bachelor's degree in Information Technology, Computer Science, Business Administration, Business Systems Computer Science, or a related field, and five years of experience in a supervisory capacity in a technology services environment or equivalent leadership experience and five years of experience within any of the following categories: Application development/database reporting, enterprise information systems, system or data architecture, formal software development methodologies.

### **OTHER QUALIFICATIONS**

#### **Knowledge and Abilities**

Knowledge of enterprise information systems planning, analysis, design, conversion, testing, implementation and operations; application support and troubleshooting principles and practices; understanding of database management principles and practices.;project portfolio management principles, advanced systems analysis methods and techniques of IT applications and development such as Agile Software Development, DevOps and Scrum principles. Understanding of applicable Federal, State, and local laws, rules, and regulations affecting data collection, processing, consolidation, analysis, and reporting; ERP/SIS, LMS, CRM, CMS and business and back office applications, preferably used in an educational environment. Understanding of Forms and Reports Relational Database programming, web development, ODBS and API data access. Experience with business intelligence and reporting tools, data governance, data warehouse and data architecture principles and techniques. Understanding of California State reporting requirements such as Management Information Systems (MIS) and CCFS-320 submittals. Experience developing technology strategy and implementing standard operating procedures.

Ability to: manage teams of ten or more direct reports, provide excellent customer service, manage enterprise-wide application system projects and communicate technical information to a non-technical audience. Capability to support public and private cloud computing environments and develop automated business systems; maintain current knowledge of trends and technological advancements in assigned areas of responsibility. Demonstrated sensitivity to, and understanding of, the diverse academic, social, economic, cultural, disability, and ethnic backgrounds of community college students and staff. Ability to establish and maintain effective and cooperative working relationships with members of the user community and Information Technology personnel while exhibiting tact, patience, and diplomacy. Exhibit proficiency in clear and concise verbal and written communication.

**Physical Requirements:** Ability to use a computer workstation throughout the workday.