



Office of Human Resources

POSITION DESCRIPTION

POSITION:	Director, Enterprise Systems
LOCATION:	Information Technology
REPORTS TO:	Chief Information Officer
GRADE:	BOE 16
WORK SCHEDULE:	Non-standard, 35 hours per week.
SUPERVISES:	Exercises supervision over non-classified and classified employees.

JOB SUMMARY: Leads the Enterprise Systems team and oversees the management, development standardization and deployment of software solutions to support the delivery of services across the college.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide leadership and expertise in managing enterprise information systems that include ERP, learning management, enterprise portal, business intelligence/decision support, data warehousing, content management, workflow automation and constituent management.

Oversee the end-to-end integration of software components and systems to support the effective and efficient delivery of services across the college.

Supervises, coaches and mentors the Enterprise Systems direct report staff.

Manage the selection, implementation, maintenance, and support of all ancillary information systems, applications, and services.

Recommend processes for requesting and prioritizing requests for new systems and systems development projects. Monitor and report on the status of projects.

Coordinate maintenance and enhancements of information systems to leverage resources, knowledge and best practices in the support of business process change.

Establish and maintain standards for analysis, design, coding, testing, and documentation of information systems.

Oversee the implementation of all application security for information systems and collaborate with other IT groups to implement a unified authentication strategy.

Participate in college committees and working groups to promote best practice use of information technology and constant improvement of business processes.

Lead Enterprise Systems business continuity planning, testing and implementation to support the college's recovery time objective.

Respond to technical emergencies outside of normal working hours as needed.

Recommends changes to existing products, services and training programs to support students, faculty and staff.

Stays current with database systems, software applications for higher education, software development tools, and technology trends.

Other related duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripheral devices, such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Master's Degree in Information Management, or a closely related field plus five (5) years of significant experience with enterprise information systems preferred; OR a Bachelor's Degree in Information Management or a closely related field plus nine (9) years of significant experience with management information systems is required.

At least five (5) years of experience in managing an ERP system in a medium to large environment is required. Higher Education experience with Banner is preferred.

Three (3) years of experience supervising application development or project teams required, preferably in a Higher Education environment.

Knowledge of Oracle database architecture, database administration principles, best practices, and the uses of information technology to support organizational requirements is preferred.

Knowledge of national and industry trends and best practices for enterprise systems design, development and support.

Knowledge of IT operation processes including asset management, project management, configuration management, incident management and change management.

Demonstrated capacity for self-directed learning is required.

Demonstrated ability to work effectively and collegially with colleagues is required.

Excellent analytical, organizational and communication skills are required.

Demonstrated supervisory skills and the ability to work collaboratively within a team is required.

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.

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