



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Manager, Systems Development (Enterprise Systems)
LOCATION:	Information Technology
REPORTS TO:	Director, Enterprise Systems
GRADE:	PSA 15
WORK SCHEDULE:	Non-Standard; 35 hours per week
SUPERVISES:	Exercises supervision over non-classified and hourly employees

JOB SUMMARY: Manage and lead a team of Business Analysts and Information Technologists in planning, design, support and launch of efficient business, financial and operational systems in support of college core organizational functions and business processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan and manage the installation, maintenance, and support of Enterprise Systems that support the college's students, faculty and staff, including but not limited to the college's Enterprise Resource Planning (ERP) system.
- Supervise and review the performance of Enterprise Systems staff.
- Recognize and adopt best practices in reporting and analysis: data integrity, test design, analysis, validation, and documentation.
- Review and analyze the effectiveness and efficiency of existing enterprise systems and manage the development of strategies and plans for improving or further leveraging these systems.
- Manage and collaborate in the planning, design, development, and deployment of new applications, upgrades and enhancements to existing enterprise systems.
- Analyze and evaluate business requirements with business owners to leverage application functionality that meets requirements.
- Assign projects to Enterprise Systems staff and manage the status of all projects assigned.
- Coordinate Enterprise Systems projects with colleagues within the Enterprise Systems group and with other information technology groups.
- Oversee the resolution Enterprise Systems application issues and work with vendors and partners to resolve issues.
- Analyze and evaluate new product versions and recommend upgrade schedules.
- Provide consultative functional, technical and development guidance to colleagues.
- Respond to high priority requests from the college's senior business leaders.
- Manage the installation, maintenance, and support the ODS/EDW system for the College.
- Manage, assign tasks and provide technical and developmental guidance to the technical staff within the Institutional Research department.
- Manage and collaborate in planning, designing, developing and data capture, data analysis and ARGOS reporting with new and existing programs.

Knight Campus

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- Additional responsibilities as directed by the supervisor consistent with rank and position.
- Other duties as assigned

OTHER DUTIES AND RESPONSIBILITIES:

- Perform the duties of the Business Analyst and Lead Programmer/Analyst as needed.
- Respond to Enterprise Systems business and technical emergencies outside of normal working hours as needed.
- Analyze, evaluate and recommend applications, utilities and tools needed to support Enterprise Systems applications.
- Maintain currency and proficiency with system features, functionality and related skills necessary to manage and support college-wide enterprise applications.

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:

- Bachelor's Degree plus 5 years of significant experience with Enterprise Resource Planning (ERP) systems and database applications is required; demonstrated business analysis and project management skills with Project Management Professional (PMP) and/or Certified Business Analysis Professional (CBAP) is preferred.
- Experience in an Ellucian Banner or a higher education environment is preferred.
- Proven experience in the operation and analysis of database hardware, software and standards, as well as data retrieval methodologies.
- Knowledge of enterprise systems deployed in higher education and demonstrated experience with the implementation of best practices using these systems is required.
- Demonstrated capacity for self-directed learning is required.
- Demonstrated ability to work effectively and collegially with colleagues is required.
- Excellent analytical, organizational and logic skills are required.
- Excellent written and oral communication skills with the ability to communicate ideas in both technical and 'user-friendly' language is required.
- Ability to work independently on multiple assignments and to work collaboratively within a team is required.

CCRI is an Equal Opportunity / Affirmative Action Employer.

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran.

Inquiries or complaints concerning discrimination shall be referred to the College's Director of Institutional Equity & Title IX Coordinator, Elizabeth Canning, ecanning@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here: <http://ccri.edu/campuspolice/pdfs/ANNUAL-SECURITY-REPORT-FINAL.pdf>

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