

**San Jose/Evergreen Community College District
Classified Management Job Description**

Position: Director, Enterprise Application Services

Department: Information Technology Support &
Services (ITSS)

College: District Office

Date: April 15, 2015

POSITION PURPOSE

Under general direction of the Vice Chancellor, Information Technology, the Director of Enterprise Application Services is responsible for managing Enterprise Resource Planning (ERP) application systems, services, resources, data processing, data warehouses, reports and integrated applications. The Director oversees the activities related to all facets of ERP technology application systems, service and support; plans, directs, develops and supervises projects and other related work as required; trains, supervises and evaluates assigned personnel.

NATURE and SCOPE

The Director of Enterprise Application Services serves as an expert technical resource for the District regarding ERP systems and integrated applications. Incumbent in this classification is responsible for the overall design, integration, implementation, maintenance and ongoing improvements of ERP related technology systems, data standards, data reporting requirements, and project coordination and development.

KEY DUTIES and RESPONSIBILITIES

1. Provide direction and leadership for District enterprise systems; ensure ongoing system performance, integration and data integrity with third-party applications.
2. Lead and coordinate the requirements and prioritization of system enhancements for the implementation of new software, patches/fixes, and upgrades with minimal impact to end users.
3. Provide support for all reporting requirements such as annual and term-based submittals of Management Information Systems (MIS) data.
4. Coordinate and prioritize user requests regarding applications capabilities, feasibility of developing specific application systems and determine system requirements and modifications for assigned application systems.
5. Participate in strategic IT planning processes and collaboratively develop operational unit plans to address organizational needs and goals.
6. Oversee database, data governance and data warehouse administration; define database items, structures and relationships; maintain system dictionary; develop and maintain database security procedures; monitor and refine database performance and dataset capacities.
7. Analyze and evaluate ERP applications and recommend needed modifications; review new applications development and maintenance of system and programming projects of implement programming projects and provide assistance and training as needed.
8. Plan and configure Internet interfaces and related technologies; coordinate with academic and administrative services stakeholders to assure end-user needs are met.
9. Work with the Vice Chancellor of Information Technology on product/service evaluation and selection of contract firms, potential suppliers and solution providers.

10. Train, assign, supervise and evaluate performance of assigned staff; establish individual and departmental priorities, projects, tasks and responsibilities.
11. Provide application team support to departmental and end users in application designs; maintain proper programming documentation and coordination with user training and help desk staff.
12. Prepare and manage annual budget and maintain records related to department operations. Provide written and oral reports and proposals to management.
13. Provide technical assistance to departments and users in conceptual application and the actual design of automated information systems.
14. Explore innovations and trends in technology for institutional applicability.
15. Perform other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge:

1. Enterprise Resources Planning systems, implementation, development, operations, maintenance and support.
2. Computer programming languages, utilities and applications used in the District.
3. Database management systems, data governance, reports, data warehouses and dictionaries.
4. Web application development, maintenance and integration.
5. Advanced principles and techniques of systems analysis, design, programming, and documentation.
6. Computer backup, data protection and security techniques and issues.
7. District organization, operations, policies and objectives.
8. Principles and practices of supervision and training, planning and budgeting.
9. Interpersonal skills using tact, patience and courtesy.

Skills and Abilities:

1. Plan, organize and direct daily operations of assigned areas.
2. Analyze and evaluate data processing programs and make recommendations/modifications.
3. Perform difficult and complex programming in the analysis of systems requirements and development of computer applications.
4. Develop reports and validate data accuracy.
5. Design, code, compile, and implement structured computer programs.
6. Communicate effectively both orally and in writing.
7. Maintain records and prepare reports.

8. Prioritize and schedule work.
9. Meet schedules and time lines.
10. Analyze situations accurately and adopt an effective course of action.
11. Establish and maintain cooperative and effective working relationships with others.

Education and Experience:

1. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.
2. Education equivalent to Bachelor's degree, in computer science, computer information systems or related field.
3. Three years of experience in systems analysis and programming involving languages utilized within the District, and experience of supervising subordinate staff.

Working Conditions:

1. Typical office environment.

Date Approved: 4/14/15

Salary Range: M 30

EEO Category: 2B1 - Executive/Administrative/Managerial