Board Approved March 25, 2015
FLSA: EXEMPT

DIRECTOR, ENTERPRISE APPLICATION SYSTEMS

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Enterprise Application Systems unit, including applications development and support, database administration, systems administration, and data center operations and production scheduling; manages planning, implementation, and programming of application systems, including overall design, development, integration, implementation, testing, and maintenance; manages the effective use of District and department resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Chief Technology Officer in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct and general supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that manages all activities of designated information technology operations and activities, including programming, development, design, operation, analysis, maintenance, and modification of enterprise system applications. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Chief Technology Officer in a variety of areas. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work with that of other departments. This class is distinguished from the Chief Technology Officer in that the latter has overall responsibility for all functions of the Information Technology Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities of the Enterprise Application Systems unit, including applications development and support, database administration, systems administration, and data center operations and production scheduling.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for the assigned function; recommends within departmental policy, appropriate service levels and resources; recommends and administers policies and procedures.
3. Participates in the development, administration, and oversight of the assigned budget; controls and authorizes expenditures in accordance with established limitations.

4. Determines and recommends equipment, materials, and staffing needs for assigned operations and projects; prepares detailed cost estimates with appropriate justifications; coordinates purchases and monitors and ensures adequate inventory levels of required supplies and equipment.
5. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Chief Technology Officer.
6. Participates in the selection of, trains, motivates and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Chief Technology Officer.
7. Plans, organizes, controls, and directs system, database, and application development, design, and modification to meet District needs, resolve data problems, and provide for system enhancements; directs the review, analysis, and modification of existing systems and applications; coordinates the design, development, upgrading, implementation, and testing of new systems and applications.
8. Coordinates and directs District-wide technology functions to facilitate and enhance the collection, management, manipulation, reporting, and distribution of computerized data used for analysis; monitors, analyzes, and develops database systems to meet District needs; ensures smooth functioning of database systems and proper control of computerized data.
9. Directs the writing, programming, coding, and testing of new and modified software and applications; prepares and develops project specifications and log designs; evaluates third party software applications; ensures new and revised software applications adapt with existing computer systems; develops system testing schedules, analyzes system performance, and ensures proper functioning of software and applications.
10. Coordinates, directs, and participates in the installation, configuration, maintenance, and updating of database operating and management systems; ensures proper confidentiality, security, and integrity of data and information.
11. Monitors and evaluates computer systems, databases, and applications for operational efficiency; responds to staff input concerning technological needs; develops, writes, and maintains complex and highly technical programs for administrative applications; participates in the development and implementation of programs, standards, policies, and procedures to enhance financial effectiveness and operational efficiency.
12. Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to assigned information technology operations, services, projects, personnel, financial activities, and assigned duties; creates queries, extracts and manipulates data, and generates reports used in College planning, decision-making, and governmental compliance functions as needed.
13. Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in information technology and enterprise system application programs.
14. Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the enterprise system application programs and services.

15. Maintains and directs the maintenance of working and official departmental files.
16. Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
17. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
18. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
19. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
20. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
21. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
22. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
23. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Chief Technology Officer.
24. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
25. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
26. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Information technology systems, including applications development and support, database administration, systems administration, and data center operations and production scheduling.
6. Systems design and development process, including requirements analysis, feasibility studies, software design, programming, testing, installation, evaluation, and operational management.
7. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.

8. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
9. Principles and procedures of record keeping.
10. Modern office practices, methods, and computer equipment and applications.
11. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas.
5. Provide administrative and professional leadership and direction for assigned operations and activities.
6. Prepare and administer budgets; allocate limited resources in a cost effective manner.
7. Organize, manage, implement, and maintain efficient and effective enterprise application systems to ensure the reliability and integrity of information technology infrastructure.
8. Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
9. Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel; delegate authority and responsibility.
10. Select, motivate, and evaluate the work of staff and train staff in work procedures.
11. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
12. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, management information systems, or a related field; and
2. Three (3) years of experience in the programming, development, design, operation, analysis, administration, maintenance, and modification of computer systems, databases, and applications, including one (1) years of supervisory experience.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023