

## **ASSISTANT DIRECTOR, ENTERPRISE APPLICATION SYSTEMS**

### **DEFINITION**

Under general direction, supervises, organizes and coordinates user support and system development of the College's multi-module Enterprise Resource Planning (ERP) system applications; oversees complex application development projects; manages system upgrades and application enhancements; directs and provides ongoing supervision to information technology programming staff; provides technical leadership, and expertise in the areas of user support and systems programming to enhance the administrative functionality of the College's ERP system applications; and performs related work as required. This position is overtime exempt.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Enterprise Application Systems. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a management level classification in the Information Technology Department responsible for the support, development, and system upgrades of the College's ERP system applications. The incumbent assumes critical oversight of projects focused on the on-going support and enhancement of the College's system. This classification is distinguished from other information technology classifications by its oversight of the enhancements and user support for the College's ERP system, the Ellucian Banner System. This classification is further distinguished from the Director, Enterprise Application Systems in that the latter has overall responsibility for all functions of the Enterprise Application Systems unit.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Assumes leadership, management and supervisor responsibility for the design, development, and implementation of application enhancements to the College's administration system, Ellucian Banner; ensures adherence to detailed programming procedures and change controls.
2. Selects, trains, mentors, motivates, and evaluates technical and professional personnel; provides or coordinates staff training.
3. Reviews Requests for Enhancements (RFE) to the Banner System; assesses user needs and requests; develops proposed solutions to meet user needs.
4. Develops and maintains programming change/enhancement request log; prioritizes projects at the direction of the Director, Enterprise Application Systems.
5. Serves as project manager for system development projects; develops objectives, timelines, assigns resources, work activities; plans, directs, coordinates, reviews, and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems/challenges; develops and maintains standard project documentation and reporting.

6. Ensures appropriate completion and submission of all State-mandated Management Information System (MIS)/320 reporting in-line with Ellucian Banner baseline functionality.
7. Adheres to standards and procedures for client/server system development, database access, and reporting.
8. Serves as liaison to vendor(s) for application support and problem resolution; identifies, tracks, and responds to user issues.
9. Plans, organizes, and leads testing and installation of application updates and upgrades; participates in the impact analysis of upgrades and patches.
10. Enhances and supports web application access to Relational Database Management Systems (RDBMS) data.
11. Coordinates and oversees staff responsible for technical support, analysis, and programming to ensure complete and appropriate use of the Banner Administrative system.
12. Provides leadership in developing software and systems to optimize performance of Relational Database Management System (RDBMS), client/server application access, and web applications accessing RDBMS data.
13. Consults with other Ellucian Banner clients regarding user needs, product functionality, and proposed and existing application enhancements; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Enterprise Resource Planning (ERP) and multi-module software applications.
14. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
15. Serves on a variety of workgroups and committees; prepares and presents committee reports and other documents.
16. Attends and participates in management team meetings at both the campus and department level.
17. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
19. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
21. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
22. 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.
23. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
24. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Oracle design and development environment.
3. Reporting tools such as Argos and Form Fusion.
4. Complex higher education integrated information systems.
5. Database Functions, Triggers, and Views.
6. Relational Database programming, reporting, and Open Database Connectivity (ODBC) data access.
7. Complex relational database management systems (RDBMS).
8. Principles and techniques of web-based systems accessing RDBMS data.
9. Procedural Language/Structured Query Language (PL/SQL), Structured Query Language (SQL) Plus, Computer Generated Imagery (CGI), Common Business Oriented Language (COBOL), C and/or C++, UNIX, and client/server systems.
10. Specific UNIX procedures/commands related to RDBMS analysis and programming.
11. Ellucian Banner Software, Security, Naming Conventions, and Functionality.
12. Open Systems Interconnection (OSI) Model.
13. Security procedures and processes in a RDBMS environment.
14. Principles and techniques of structured systems analysis and design.
15. Operation and capabilities of computer equipment.
16. Oral and written communication skills – both technical and end-user related.
17. Theories, principles, and methods of standard project design, methodology, analyses, evaluation, documentation, and reporting.
18. Principles of database structures and management, computer programming, and systems development.
19. Modern office practices, methods, and computer equipment and applications related to the work.
20. Principles and practices of employee leadership, management, and supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
21. Principles and practices of program development and administration.
22. Record keeping principles and procedures.
23. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
24. Research methods and technical documentation writing.
25. English usage, grammar, spelling, vocabulary, and punctuation.
26. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College 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. Work effectively in a leadership role as part of a technical team.
5. Develop and coordinate a comprehensive College-wide training program in software and systems applications.
6. Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
7. Participate in the development and administration of goals, objectives, and procedures.
8. Inspect the work of others and maintain established quality control standards.
9. Identify and implement effective course of action to complete assigned work.
10. Analyze and evaluate user needs and create, build, and modify forms, documents, and reports for data processing and reporting.
11. Organize and provide leadership to committees and workgroups consisting of a broad range of stakeholders related to ERP configuration.
12. Interpret, apply, explain, and ensure compliance with applicable College standards, policies, and procedures related to assigned area of responsibility.
13. Compose clear and concise correspondence and reports.
14. Establish and maintain a variety of filing, record keeping, and tracking systems.
15. Operate modern office equipment including computer equipment and specialized software applications programs.
16. Assist in developing and implementing programming and documentation standards
17. 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.
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:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

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 progressively responsible experience in developing technical documentation, and testing systems application software, including management or project management 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 College 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

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

Amended: 8/2023