

DIRECTOR OF ENTERPRISE APPLICATIONS

DEFINITION

The Director of Enterprise Applications plans, organizes, and directs the District's enterprise resource planning (ERP) system and related administrative applications that support and integrate with the ERP environment. The Director provides leadership in the implementation, configuration, integration, and lifecycle management of these systems, ensuring they effectively support instructional, student services, and administrative operations while meeting reporting and compliance requirements.

DISTINGUISHING CHARACTERISTICS

The Director of Enterprise Applications serves as the District's primary technical resource for ERP-related systems and provides leadership and expertise in the configuration, integration, support, and data management processes associated with these applications. Working collaboratively with District and college stakeholders, the Director facilitates the effective use of ERP-related technologies to support student success and institutional operations and coordinates related technology initiatives and projects.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS:

Duties/essential functions may include, but are not limited to, the following:

- Plans, organizes, and directs the implementation, configuration, integration, and support of enterprise administrative systems, including ERP systems and related enterprise applications.
- Oversees the lifecycle management of enterprise applications, including planning, upgrades, enhancements, and system replacements.
- Collaborates with District and college departments to assess business needs and translate operational requirements into effective technology solutions.
- Facilitates communication between technical staff and functional users to ensure systems support institutional processes and priorities.
- Oversees the development and maintenance of system integrations between the ERP and other enterprise systems, including cloud-based and third-party applications.
- Supervises and provides direction for staff responsible for enterprise applications, systems integration, application development, database administration, and related support functions.
- Supports the District's data architecture by ensuring consistent, reliable, and secure access to institutional data across systems.
- Ensures effective data exchange and integration through application programming interfaces (APIs), data interfaces, and other integration technologies.

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- Communicates complex technology issues clearly to non-technical parties, both orally and in writing, makes effective presentations, and ensures open communication between users and technical groups.
- Coordinates user training and support activities.
- Participates in long-range planning efforts and in the evaluation, costing, selection, testing, and implementation of all applications-related security, software, and hardware.
- Ensures compliance with federal, state, and institutional requirements related to data privacy, security, and reporting, including Family Educational Rights Privacy Act (FERPA) and applicable state reporting requirements.
- Develops and communicates project plans and schedules for enterprise applications initiatives, including efforts to optimize systems.
- Reviews and is responsible for the documentation of systems.
- Participates in the development and implementation of departmental procedures and operational standards, ensuring compliance, execution, and clear communication.
- Participates in institutional risk management and technology continuity planning, with a focus on information security, system resilience, data protection, and the long-term sustainability and reliability of technology systems.
- Develops and schedules priorities, assigns responsibilities, ensures efficient and timely completion of projects, and prepares time and cost estimates and progress reports.
- Ensures the accurate and timely submission of Management Information Systems (MIS) data to the State Chancellor's Office.
- Evaluates emerging technologies and enterprise software solutions to improve institutional effectiveness and operational efficiency.
- Identifies opportunities to streamline institutional processes through technology solutions.
- Confers with hardware and software vendors to obtain information, resolve problems, and arrange and conduct demonstrations and evaluations.
- Collaborates with institutional research and data teams to ensure enterprise systems support institutional reporting and analytics.
- Provides coaching, evaluation, and professional development opportunities for assigned staff.
- Manages the Process Expert Teams (PET) annual budget.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge Of:

Principles and practices of enterprise application management, including ERP systems and related administrative applications; systems analysis, configuration, integration, implementation, and lifecycle management of enterprise software solutions; application architecture and system integration concepts, including APIs, data interfaces, and middleware technologies; project management and change management methodologies; data governance, reporting systems, and regulatory reporting requirements applicable to higher

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education or similar environment; application security, access controls, and data privacy requirements; documentation, training, and support practices for enterprise systems.

Ability To:

Analyze complex operational and technical problems and develop effective, practical technology solutions; assess business requirements and translate them into functional and technical system solutions; plan, organize, and oversee the implementation, configuration, and ongoing support of enterprise applications; manage and prioritize multiple technology initiatives and projects; oversee the integration of enterprise systems and ensure reliable and secure data exchange across applications; ensure the integrity, security, and availability of enterprise data and systems; communicate complex technical concepts clearly to non-technical audiences both orally and in writing; develop and maintain collaborative working relationships with administrators, faculty, staff, and external vendors; plan, organize, assign, and evaluate the work of technical staff; facilitate cross-functional collaboration and support effective technology governance processes; and adapt to evolving technologies and institutional priorities while maintaining stable and reliable enterprise systems.

EQUIVALENT COMBINATION OF TRAINING AND EXPERIENCE:

Education/Training: Bachelor's degree from an accredited college with major coursework in computer science, management information systems, business, or related field. Experience may be substituted on a year-for-year basis.

Experience: Four (4) years of experience in enterprise applications, including ERP systems, systems analysis, configuration, integration or application support, including three (3) years of increasingly responsible experience in a lead or supervisory role involving project leadership and coordination with analysts, programmers, and functional user groups.

License/Certification: Possession of a valid California Driver's license

Adopted 08/97

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