

PERALTA COMMUNITY COLLEGE DISTRICT - October, 2012

CLASSIFIED MANAGEMENT JOB DESCRIPTION

DIRECTOR OF ENTERPRISE SERVICES

(Management Salary Range 3)

Job Code: 748

CLASS PURPOSE

Responsible for day-to-day management/administration of the District's primary enterprise systems, as well as supporting other systems used throughout the District. Responsibilities will include providing general product support and troubleshooting, system monitoring and data integrity, upgrades, performance, availability, security, system testing, system status and conducting application training and technical and developmental responsibilities for updates and new systems development.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Provide prompt and consistent leadership to Business Critical Systems.
- Ensures ongoing system performance and data integrity.
- Manage the implementation of new software, patches/fixes, and upgrades with minimal impact to the end user.
- Maintain Application System integration, incident / problem diagnosis and resolution, capacity planning and performance tuning.
- Manage product delivery and schedules.
- Responsible for managing and maintaining ERP systems, infrastructure, security, and integration.
- Recommend software and hardware based on present and future system needs.
- Support application and network teams as it relates to ERP systems and infrastructures.
- Serves as an administrative point of contact for internal "clients" of the Enterprise System.
- Use disciplined project management methodologies to ensure IT projects are completed on time and within budget.
- Provide direction in the development and maintenance of electronic documents on system configuration, application security, issue tracking, and user documentation.
- Participate with other departments in the research, design development, implementation and maintenance of the company-wide information and business process systems.
- Provide training and technical support to the "internal" IT community.

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- Work with users to refine business processes and resolve operational issues.
- Responsible for system integrations between IT applications and network for new technologies.
- Seek and respond to information technology needs of the four Peralta colleges.
- Supervise Application/Enterprise staff.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Possession of a Bachelor's Degree from an accredited college or university.
2. Three (3) years of experience specifically in development, support, and integration of various ERP applications and systems.
3. Team oriented with the ability to find creative and innovative solutions to issues/challenges.
4. Knowledgeable in enterprise-wide applications, infrastructure, security, integration, system and database administration.
5. Understanding of the interactions between applications, operating systems, system hardware, network services, and storage devices.
6. Experience with implementation methodologies as well as structured system analysis, design, and architecture.
7. Knowledge and Abilities:
 - Knowledge of planning, organization and direction of information technology and management information systems;
 - Knowledge of budget preparation and administration;
 - Strong oral and written communication skills;
 - Knowledge of principles and practices of management, supervision and training;
 - Knowledge of applicable laws, codes, regulations, policies and procedures.
 - Ability to plan, organize, control and direct;
 - Ability to communicate effectively with both the user community and departmental staff;
 - Ability to supervise and evaluate the performance of assigned staff;
 - Ability to interpret, apply and explain rules, regulations, policies and procedures;
 - Ability to meet schedules and deadlines.
8. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Master's Degree from an accredited college or university institution is desirable in management information systems, computer science, business administration or a closely related field.
- Leadership experience specifically in support and integration of various packaged applications, preferably PeopleSoft.

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- Community College or other public agency management information systems experience.
- Familiar with RDMS (Oracle, DB2, Sybase, preferably Microsoft SQL Server 2000/2005).
- Working knowledge and experience in supporting ERP applications.
- Knowledgeable in application development and implementations.
- Programming experience in scripting (PeopleCode, Java, SQL, HTML, JavaScript, VB Script, Access, Java and/or .NET).
- Experience managing large projects (both from a technical and functional aspect).
- Experience in managing employees covered by union contract.
- Experience with data analysis and reporting tools.
- Understanding of Microsoft Operating Systems, Exchange, and LDAP (preferably Active Directory).
- Strong ability to work in a team with excellent customer service attitude and good verbal and written communication skills.
- Ability to understand business requirements for the applications.
- Ability to understand the software development life cycle and the process to building quality applications.
- Demonstrated successful experience in problem solving and analytical skills of complex enterprise systems.
- Excellent interpersonal, organizational, and leadership skills.

ENVIRONMENTAL DEMANDS

Occasional work performed alone. Constant work around and with other people.

PHYSICAL ABILITIES

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Typical physical abilities for this position are:

- Prolonged and frequent sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping
- Moderate to heavy usage of hands in grasping, repetitive hand movement and finger coordination in keeping records and preparing reports using a computer keyboard.
- Speech and hearing to communicate effectively in group settings and by telephone to students, faculty, staff, and others.

Revised: 5-23-13