

SUPERVISOR, ENTERPRISE ARCHITECTURE

DEFINITION:

Under the direction of an assigned manager, the Supervisor, Enterprise Architecture is responsible for managing the application programming and system management group which implements, configures, optimizes, supports, and provides system management and programming for the major Enterprise Resource Planning (ERP) systems including: student/instructional, degree audit/student educational planning, financial aid, finance, human resources/payroll and related systems. The Supervisor works with the assigned manager and the appropriate advisory committees of the District and the college to develop goals and plans for technology. System management includes testing of new releases, adjustments to business processes, system configuration, user security, resource monitoring, system integrations and reporting. System programming includes institutional research, state (MIS, PERS, STRS, 320) and federal reporting as well as developing specialized and custom programs. The Supervisor also will be responsible for end user training on a wide variety of systems.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Chief Technology Officer (CTO) in that this position focuses on operational activities and not on strategic planning or policy matters. This classification manages the staff who operate the systems and applications used at the college.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Provide operational leadership in the Information Technology (IT) Department including being conversant with the future direction of enterprise systems, how that direction will impact the District, and how future and current systems can be optimized and implemented for the benefit of the District.
- Work closely with other departments to assess needs, coordinate plans and activities including development projects that involve the enterprise systems, the coordination of software upgrades, and the implementation of new systems and modules.
- Oversee systems project management utilizing best practices for technology implementation planning.
- Manage project teams of functional and technical staff for the system implementation life cycle including needs analysis, development of functional requirements, search for available systems and implementation planning including: configuration, testing, training, documentation, and assessment; provide project status reports.
- Ensure that projects are completed in a professional and timely manner according to District standards and methodology.
- Develop detailed project management plans for systems and modifications.
- Implement and maintain technology solutions and services that support student learning, faculty teaching, scholarship, and administrative processes, including the development, administration and management of technology systems for student registration, student records, financial aid, attendance accounting, grade reporting and transcript histories consistent with Board Policies, District procedures, and State and Federal regulations.

- Implement, support, and maintain technology solutions and services of the District's human resources/payroll and finance systems.
- Oversee and manage integrations between various pieces of the District systems.
- Ensure that systems, databases and applications are supported, maintained and upgraded properly, and work reliably and securely.
- Provide leadership to ensure the integrity, reliability and security of computerized information for the systems and applications.
- Assess requirements, options, technologies, costs, workload implications and feasibility of new systems.
- Oversee the activities of the enterprise systems group including, system management, application security, application programming, database operation and tuning, systems design and analysis, testing and training.
- Supervise, review and evaluate the work of assigned personnel and provide overall direction for training. Perform annual performance evaluations and make personnel recommendations.
- Manage, train, evaluate, support, and direct the enterprise systems group. Establish and maintain a climate that encourages staff development.
- Assure consistent quality of production from assigned staff by developing and enforcing procedures, validating processes and providing documentation.
- Understand the business processes, operations and goals of the various administrative and student/instructional groups who utilize the District's systems.
- Assist in fulfilling the District's mission to support student education and success, provide services to faculty and staff and achieve fiscal responsibility through the use of the District's systems.
- Develop and implement strategies for application security/disaster recovery for systems and databases.
- Recognize and identify potential areas where existing policies and procedures require change, or where new ones need to be developed.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Advanced principles, practices and current trends and technology in the field of information systems.
- Pertinent federal, state and local laws, regulations, policies affecting the information infrastructure and related technology and systems.
- Methods and techniques of application development, system design and programming.
- Operational characteristics in personal computers, operating and network systems.
- Principles of supervision, training and performance evaluation.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Skills and Ability to:

- Express complex technical concepts effectively, both verbally and in writing.

- Work well with people from many different disciplines with varying degrees of technical experience.
- Demonstrate excellent time management and organizational skills.
- Adapt to changing technologies and learn functionality of new systems and equipment.
- Research, evaluate, and implement new technologies, development tools and products.
- Participate in the development and administration of goals, objectives, and procedures for assigned area.
- Provide leadership based on ethics and principles as they relate to the functions and operations of the assigned area.
- Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
- Work cooperatively and responsively with all segments of the College, District and community at large.
- Provide innovative leadership and direction to staff while participating in the achievement of the goals and priorities of the District as a whole.
- Be sensitivity to all facets of the community including the needs of various groups, which comprise it.
- Successfully delegate, ensure adherence to College and District policies, practices and procedures, hold others responsible yet instill confidence among the faculty and staff.
- Exercise strong, dynamic, leadership to advance the district's mission.
- Facilitate communication and understanding of perspectives among faculty, staff, students, the community, President, and Governing board.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; must be willing to work days, evenings, and weekends at on and off campus locations.

ILLUSTRATIVE EDUCATION AND EXPERIENCE:

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

A bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, information technology or related field. Three years of increasingly responsible, experience in an IT department, including one year of supervisory or project management responsibility.

PHYSICAL CHARACTERISTICS:

The physical abilities involved in the performance of essential duties are:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; manual dexterity to operate a computer keyboard, use small tools and move computer

equipment. Environmental conditions include working under typical office conditions with exposure to dust and allergens and responding to emergency system and equipment failure. This work is performed indoors at campus computer center, in classrooms and various satellite campus locations.