

BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR, ENTERPRISE SYSTEMS

L250.100

BASIC FUNCTION: Under the direction of the Chief Technology Officer (CTO), the Director of Enterprise Services manages, supervises and directs the Information Systems, Network Operations Center, and Website management teams. The Director is responsible for computer programming languages, system development and project delivery methodologies, computer operating systems, data communications, networks, database management, and computer-based office productivity. This position leads the planning, acquisition, implementation, and operation of software application systems. In addition, oversees, the necessary physical technology environment, and enterprise data administration. Develops information technology architecture and standards.

REPRESENTATIVE DUTIES: *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *)*

1. In coordination with the CTO, plans for and provides effective and efficient support for District technology systems, data and information systems, networks and related Information Technology infrastructure, including local area and wide area networks; develops new system capabilities to improve overall District operations in the above areas. Develops strategic operational priorities, adopt ITIL best practices for incident, change, and problem management.*
2. Directs and manages assigned technical staff; duties include instructing, assigning and planning work, determining performance objectives, maintaining standards, coordinating activities, selecting new employees, acting on employee problems and recommending employee discipline and discharge as appropriate. Reviews and evaluates the work of employees for effectiveness, completeness, accuracy and adherence to departmental policies; offers training, advice and assistance.*
3. Directs and manages activities of various information technology (IT) teams. Oversee the District Enterprise Resource Planning (ERP), technology infrastructure, networks and information systems which include data centers, networks, telecommunications, network servers, storage management, database management, virtualization, recovery management, threat management and data protection.*
4. Provides day-to-day leadership and works with staff, consultants, and vendors to ensure a high-performance, service-oriented work environment that supports achievement of the departments and District's mission, objectives, and values; promotes workplace diversity, inclusion, cultural competency, and a positive work environment.*
5. Collaborates with stakeholders to conceptualize and execute IT needs in a standardized and supportable manner. Follows best practices and IT architecture standards. Defines and executes service and operational level Agreements for ongoing support and maintenance of district applications.*
6. Provide technical advice and guidance to district and college administrators, faculty, and classified staff, and technology groups on the design, installation, modification, and operation of college-based information and communication systems projects and equipment.*
7. Liaison for enabling the implementation of technology as part of the Education, Facilities, Technology, and Security Master Plans and will work with the appropriate advisory committees of the district and the departments to develop goals and plans for technology.*
8. Develops and oversee the enterprise data architecture, data strategy, inclusive of governance and systems and platforms to manage operational and instructional data and digital assets.*
9. Leads the design, development, and implementation and maintenance of an enterprise service platform for delivering and integrating administrative applications, student information system applications, and web services.*
10. Ensures compliance with standards related to privacy, data security, accessibility, and other legal requirements for the use of data and applications. Plans, designs, and maintains standards for the acquisition, acceptance, cleansing, storage, and custody of data for the District.*
11. Manages and serves as project manager for the District's ERP systems, and related applications; oversees the implementation, upgrades and testing of bundle updates and patches and development of processes, procedures, and ad hoc reports to meet District needs; ensures continuous operation and performance. Liaison between the District and consultants and vendors; oversees creation of project documentation.*
12. Manages the development and maintenance of systems and user documentation for the District's ERPs and related applications. Coordinates ERP activities with governance groups and functional areas across the District; stays abreast of business and operating requirements and addresses operating issues to optimize the performance and use of systems. Ensures the security of ERPs and related applications and their integration with other systems; oversees the assignment of roles and permissions and development and implementation of back-up recovery and reorganization tasks.*
13. Participates in the development and implementation of technology security policies, standards, and procedures to prevent the unauthorized use, disclosure, modification, loss or destruction of District student and other data and assets. Works with IT staff to conduct vulnerability assessments and implement security measures to ensure the integrity and security of the District-wide IT infrastructure; directs the implementation of appropriate District-wide security incident notification procedures.*

14. Recommends hardware and software to the CTO based on an assessment of present and future system needs for inclusion in the Technology Master Plan. Develops innovative ways to integrate systems and offers recommendations on emerging technologies that can be introduced and integrated into the District's operations.*
15. Establish standards for the acquisition, acceptance, and use of both hardware and software; monitor compliance with established standards; manage the development, implementation, and maintenance of computer acquisition processes including both contributions and purchase; manage installation, maintenance, and repair activities.*
16. Oversees maintenance contracts for the District's ERPs and related applications including monitoring and managing software licenses throughout the District.*
17. Support the district initiative of accessibility technology including compliance requirements for public higher education institutions (508 compliance).*
18. Assures that IT processes, policies and procedures are in compliance with various IT regulations enacted by state, Federal, local and (relevant) non-governmental authorities including Payment Card Industry (PCI-DSS), HIPAA, FERPA, GLBA, California Breach Notification, California privacy laws, Section 508, and others as they apply.*
19. Stays abreast of information technology developments and evaluates their applicability for meeting District needs and requirements; maintains up-to-date technical knowledge to carry out assigned responsibilities effectively.
20. Participates in participatory governance committees, processes, and initiatives.
21. Demonstrates sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation and ethnic backgrounds of community college students, faculty, and staff.
22. Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

● EDUCATION AND EXPERIENCE:

- Bachelor's Degree* in management information systems, computer science, engineering, business administration or related field or the equivalent*; **AND**
- Two (2) years of experience in a position directly related to the duties and responsibilities of this class; **AND**
- One (1) year of experience in a supervisory position.

- **OR** any combination of education and experience which would provide the required qualifications for the position.

**Bachelor's Degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.*

● CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:

- Some travel may be required.

DESIRED QUALIFICATIONS:

- Two (2) years of working in a complex IT organization and demonstrated knowledge of Information Technology systems and practices.
- Two (2) years of experience managing an information technology teams, experience training, mentoring, and motivating staff directly.
- Two (2) years of experience in leadership, leading complex teams, and the development of teams and staff
- Experience in utilizing the Colleague ERP with a Microsoft SQL Server database.

KNOWLEDGE SKILLS AND ABILITIES: *(May be acquired through education, training and/or experience.)*

Knowledge of: Regulations and standards affecting IT deployment including *Payment Card Industry (PCI-DSS), HIPAA, FERPA, GLBA, California Breach Notification, California privacy laws, and Section 508 compliance*; IT best practices in the areas of systems analysis, systems design, TCO, technology master planning, disaster recovery planning and project planning; technologies including virtualization, batch processing, LAN/WAN/wireless networking, DBMS, SQL, replication, cyber-security, predictive analytics, and "nudge" applications; IT systems and software including ERP and LMS, Microsoft Office, and PC / Apple computing platforms, Microsoft Teams; principles and best practices of leadership and supervision; planning and directing the activities of professional and technical personnel involved in the design, development and systems analysis functions required to install and implement software purchased from outside vendors, cloud-sourced solutions, or new computer applications programs; systems development life cycle, structured analysis, design and programming techniques, programming languages, file access methods, web-based tools / solutions, system utilities and development tools, application software packages, and PC-based packages used in development or support of production systems.

Ability to: Work collaboratively with other departments to achieve desired outcomes; understand and model complex knowledge-

intensive processes motivate and inspire diverse groups of team members; manage IT projects (performance, budget, schedule); convey understanding of complex concepts to faculty, staff and administration; develop and implement operational and long range plans; analyze situations accurately and adopt effective courses of action; conduct activities and operations within budget constraints; communicate effectively, both verbally and in writing; adhere to all laws and regulations including District policies and procedures, labor contracts and the California Education Code.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides supervision to Management, Supervisory and Classified personnel.

PHYSICAL EFFORT:

Normal office environment.

CONTACTS:

All classifications of faculty, staff and administration at Butte College; community leaders; vendors; contractors; CCCC personnel; general public.

WORKING CONDITIONS:

Normal office environment. Some travel required in performing functions required for this position.

NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.