

DIRECTOR, ENTERPRISE SOLUTIONS & DATA STRATEGY**GENERAL DESCRIPTION OF CLASS:**

Under the direction of the Chief Technology Officer, provides strategic leadership for the District's enterprise solutions portfolio, institutional data strategy, data governance, business intelligence, enterprise reporting, technology-enabled business process improvement, and software lifecycle management. The Director leads the planning, implementation, integration, optimization, and lifecycle management of enterprise software applications supporting Finance, Human Resources, Payroll, Student Services, Instruction, Institutional Effectiveness, Administrative Services, and other District operations.

The Director serves as the District's strategic leader for enterprise applications and institutional data, partnering with executive leadership and District stakeholders to improve organizational effectiveness through innovative technology solutions, trusted data, streamlined business processes, and meaningful analytics. The position oversees enterprise application strategy, software implementations and upgrades, vendor relationships, enterprise reporting, data governance, and business intelligence initiatives while ensuring technology investments align with the District's Strategic Plan and operational priorities.

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 *.

BASIC FUNCTION:

The duties of this classification involve performing highly responsible administrative, technical, analytical, and leadership work requiring advanced knowledge of enterprise software applications, business intelligence, institutional data, and organizational business processes.

1. Develops and implements the District's enterprise applications strategy and multi-year technology roadmap supporting institutional priorities.*
2. Directs the planning, implementation, administration, integration, enhancement, and lifecycle management of enterprise business applications including ERP, Human Resources, Finance, Payroll, Student Information Systems, Customer Relationship Management (CRM), document management, workflow automation, scheduling, reporting platforms, web services, and any other related enterprise software through the leadership and management of IT professionals, consultants, and vendors. *
3. Oversees enterprise software implementations, major upgrades, testing, change management, and production deployment while ensuring successful adoption across the District.*
4. Oversees the administration, configuration, integration, and optimization of enterprise software applications and collaborates with Information Technology Infrastructure staff to ensure application availability and performance.
5. Oversees the District's enterprise application portfolio, including software evaluation, selection, lifecycle planning, licensing, vendor performance, and retirement of obsolete systems.
6. Leads strategic planning for enterprise software investments and evaluates emerging technologies that improve operational effectiveness, student services, and institutional

- performance.*
7. Establishes governance for enterprise applications, software standards, application architecture, and system integration strategies.*
 8. Collaborates with District leadership to analyze administrative and instructional business processes and recommends technology-enabled improvements that increase operational efficiency and effectiveness.*
 9. Develops trusted partnerships with administrative and instructional departments to understand operational needs, prioritize technology initiatives, and identify opportunities for process improvement through enterprise technology solutions.*
 10. Provides overall project management for all Enterprise Systems & Data Strategy projects and works with staff to comply with department project implementation standards & methods.*
 11. Works closely with business partners to develop requirements, verifies business processes, and implements solutions in accordance with strategic priorities and roadmaps.*
 12. Coordinates institutional reporting standards across functional areas.*
 13. Collaborates with the Chief Technology Officer and other IT leadership to ensure enterprise applications align with the District's technology architecture, cybersecurity standards, infrastructure, disaster recovery planning, and information security practices.*
 14. Develops strategic operational priorities, adopts Information Technology Infrastructure Library (ITIL) best practices for incidents, change, and problem management.*
 15. Leads the District's Business Intelligence/Analytics Strategy.*
 16. Promotes self-service analytics.*
 17. Collaborates with external and internal partners to conceptualize and execute complex IT needs in a standardized and supportable manner.*
 18. Educates and informs District partners of best practices, IT architecture standards; defines and executes Service and Operational Level Agreements for ongoing support and maintenance of District applications.*
 19. Identifies, formulates, and directs the long- and short-range information systems and data resources availability, accessibility, security, and efficiency.*
 20. Implements and interprets policies and procedures developed by higher level administrators and senior management; recommends the establishment or modification of policies and procedures.*
 21. Directs the determination of guidelines for programming and enterprise systems development.*
 22. Establishes procedures and processes that govern functions and delivery of enterprise systems and services.*
 23. Plans and supports the implementation of the data center and report production facilities.*
 24. Evaluates emerging technologies including artificial intelligence, automation, workflow technologies, and advanced analytics to identify opportunities for responsible implementation that improve institutional effectiveness.*
 25. Develops departmental goals, objectives, budgets, staffing plans, and performance measures; monitors expenditures and ensures responsible stewardship of District resources.*
 26. Recommends departmental staffing needs; develops, recommends, and implements staff training and development programs to provide opportunities for individual employee growth, continuity of workflow, and long-range development of employees.*
 27. Develops and implements annual performance measures and completes performance

evaluations of subordinate managers and staff; recommends appropriate personnel actions in accordance with the collective bargaining agreement (CBA). *

28. Oversees end-user training on a wide variety of applications, platforms, and systems. *
29. Chairs and/or facilitates the District Data Governance Committee. *
30. Establishes District-wide Data Governance policies and standards. *
31. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
32. May serve on a variety of District committees as requested.
33. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Bachelor's degree* in Computer Science, Information Systems (IS) or Information Technology (IT), Business Administration, Data Analytics, or related discipline; **AND**
- Five (5) years of progressively responsible experience in enterprise application management; administering enterprise business applications, application integration, enterprise software, business intelligence, data governance or related technology functions; **AND**
- Four (4) years of management experience leading professional and technical staff.

DESIRED QUALIFICATIONS:

- Master's degree in Computer Science, Information Systems (IS), Software Engineering, Information Technology (IT), Business Administration, Data Analytics, or related discipline.
- Demonstrated experience planning and implementing enterprise software solutions and leading complex cross functional technology initiatives.
- Demonstrated experience implementing and overseeing information security practices, including access management, data protection, risk mitigation, and compliance with institutional or regulatory security standards.
- Experience analyzing and improving organizational business processes.
- Experience managing software vendors and technology contracts.
- Software Architecture from International Association of Software Architects (IASA)
- Experience applying ITIL and Information Technology Service Management (ITSM) best practices to enterprise application lifecycle management, change management, service delivery, and continuous improvement. ITIL Foundation Certification is desirable.
- Project Management Professional (PMP) Certification.
- Microsoft Power BI Certification.
- Experience with Student Information System platforms, such as Ellucian Colleague.
- Experience working in higher education or continuing and professional education environments, supporting academic or student-facing technology systems.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to hold and maintain a valid driver's license 'if and when' travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

STRATEGIC LEADERSHIP RESPONSIBILITIES:

- Develops the District's Enterprise Applications Roadmap.
- Develops the District's Data Strategy.
- Advises executive leadership on technology investments.
- Recommends enterprise software modernization priorities.
- Supports Strategic Plan implementation through technology.
- Promotes data-informed decision making.
- Identifies opportunities to reduce operational complexity through automation and standardization.

KNOWLEDGE, SKILLS, AND ABILITIES:

(May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies and procedures governing the District.
- Best practices in software development, technology support, applications, networks, and security.
- ISO 27000.
- Accessibility (Section 508) compliance.
- Information systems technologies including systems analysis and design, Linux, Windows, Mac and Network operating systems, common software applications and programs, LAN and WAN interconnectivity servers, and associated operating systems.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Enterprise application administration.
- Artificial intelligence applications.
- Database management systems and Structured Query Language.
- Data analytics
- Dashboard development.
- Systems security and interoperability standards.
- Technology strategic planning.
- Needs assessment methods and project management practices.
- Broad, state-of-the-art technology awareness that can be applied creatively to business problems and opportunities.
- 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.
- Laws and ordinances pertaining to the specific responsibilities of the position.
- Supervisory and managerial concepts and principles.

- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Develop and execute enterprise application strategies aligned with institutional goals.
- Lead enterprise software implementations and upgrades.
- Analyze organizational business processes and recommend technology-enabled improvements.
- Read, interpret, and apply District policies and procedures and those of the California Community Colleges Technology Center (CCCTC).
- Ensure compliance with all laws, regulations, and policies through effective supervision and leadership.
- Motivate, direct, evaluate, and provide supervision to a diverse group of employees.
- Develop and implement strategic and operational plans.
- Develop and implement various plans and programs in support of efficient, cost-effective CCCTC operations and services.
- Translate complex technical concepts into business recommendations.
- Develop executive dashboards and meaningful analytics.
- Establish and lead a District-wide Data Governance program.
- Lead organizational change and technology adoption.
- Supervise and mentor professional staff.
- Prepare executive reports and Board presentations.
- Manage multiple enterprise initiatives simultaneously.
- Communicate effectively with technical and non-technical stakeholders.
- Foster innovation, collaboration, accountability, and continuous improvement.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Ensure effective, courteous customer service from employees supervised.
- Prepare, control, and monitor budgets by compiling, organizing, and analyzing financial information.
- Understand a variety of platforms, operating systems, and applications and understand interoperability capabilities and constraints among such components.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Prepare comprehensive, clear and concise reports and recommendations.
- Work independently while making sound, educated decisions.
- Demonstrate sensitivity to, respect for, and an understanding of the diverse staff and students within community colleges and work effectively with diverse populations.
- Make required mathematical calculations accurately.
- Maintain records accurately and completely.
- Plan, organize, and prioritize workload to meet schedules and timelines.

- Effectively communicate both verbally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, and District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbent in this class provides supervision and work direction to managers, staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbent in this class receives general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness, and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to twenty-five (25) pounds. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte-Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY EMPLOYER:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions. Butte-Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, gender identity, gender expression, color, national origin, language, accent, citizenship status, immigration status, ancestry, age, religion, sex, sexual orientation, parental status, marital status, veteran status, pregnancy, genetic information, physical or mental disability or medical condition, or on the basis of these perceived characteristics.