



Classification Description

Job Title: Assistant Director, Student Information Systems **Pay Grade:** TD105

Job Code: T068

FLSA Status: Exempt

Job Purpose

This position is a senior-level role that assumes a leadership position in providing strategic support and expertise for applications integrating with the College's ERP system and stand-alone applications as it relates to Student Information Systems, i.e., Banner Student, Ellucian CRM, Ellucian Workflow, and TDX. The Assistant Director, Student Information Systems provides vision, leadership, and expertise to manage and develop the College's ERP system and the ongoing progression of its application. Manages the enterprise system in conjunction with the integration of other systems interfaces. Responsibilities include advanced planning, analyzing, designing and implementation of new features, interfaces, conversions, troubleshooting, end-user training, and process improvement analysis as it relates to business operation applications.

General Responsibilities

Essential Functions

Provides vision and leadership for the planning, budgeting, development, implementation and assessment of the College-wide ERP, other enterprise system interfaces, web and portal systems.

Develops and implements, policies, procedures, processes, and strategies for the College-wide ERP, other enterprise system interfaces, including a comprehensive strategic and tactical plan for Enterprise Application Services.

Leads the Application Support Analysts teams through business objectives and strategic goals prioritizing the work of team members.

Oversees all aspects of Enterprise Application Services, including administration, planning, technology evaluation and selection, implementation, and maintenance, and interfaces.

Leads development and implementation of Enterprise Application Services portions of Disaster Recovery Plans. Oversees and reviews documentation of restoration procedures and processes to meet Disaster Recovery requirements.

Provides leadership and coaching to management of assigned staff, including hiring, training, managing, establishing projects and resource priorities. Manages all Human Resources related tasks for direct reports including, but not limited to, performance evaluations, disciplinary actions, and professional development opportunities.

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Serves on and provides leadership to College committees, advisory groups and other organizations internally and externally to the College as required.

Ensures compliance with licensing, and state and federal regulations related to the College-wide ERP, other enterprise system interfaces, web and portal systems, software, and services.

Ensures compliance with state and federal regulations, contractual obligations, and internal regulations related to security and privacy.

Collaborates with other Information Technology areas and other College constituencies to assess functional needs, and propose and implement timely, cost-effective, and innovative solutions.

Manages, maintains, and supports the College-wide ERP, web and portal, other enterprise system interfaces to ensure minimal downtime and loss of productivity and service.

Partners with the CIO to understand system requirements and strategic goals in order to develop an enterprise plan for future application enhancements, upgrades and/or replacements.

Identifies, recommends, initiates and implements enhancements to IT operations and processes to streamline and optimize operations.

Analyzes and designs new departmental processing initiatives; prepares project plans and other management reports to identify proposed enhancements to the system, status of program development, and departmental needs.

Responds to complex inquiries involving a wide range of issues involving Banner screens and a variety of related processes across campus.

Plans, organizes and implements new projects related to specific applications related to their areas of support.

Serves as an escalation point for critical issues, coordinating with technical teams and vendors as necessary.

Collaborates with stakeholders to define the application support strategy aligned with organizational goals and priorities.

Provides advanced technical support to departmental leaders in determining data processing requirements and technology needs based on new project priorities, changes in legislation, and system enhancements.

Coordinates with departmental leaders to align technology initiatives with project priorities and changing legislative requirements.

Collaborates with cross-functional teams to ensure successful project delivery and user adoption. Reviews the performance of applications to ensure functional efficiency, effective and functional documentation, and to ensure that output meets the needs of user departments.

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Develops and delivers training on specific applications they are responsible for; works with supervisors to coordinate continuous system training for user departments, which is designed to enhance knowledge of software applications and emerging technology.

Assists with the operation, integration, troubleshooting, and maintenance of Banner modules as well as related external applications.

Identifies and defines web-based applications to support administrative functions; coordinates system audits to ensure data integrity and accuracy; collaborates on common data definitions regarding the interface of College-wide data files and operations.

Provides business improvement to administrative services within the software applications.

Review applications to optimize processes and enhance the user experience.

Provides direction to, as needed, and may oversee Application Support staff in one or a combination of the following areas: Financial Services, Student Services, Accounts Receivable, Student Financial Aid, and Human Resources/Payroll.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in computer science, information technology or a related field.

Nine (9) years of demonstrated full-time work experience using or supporting administrative application systems. Appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office (MS Word, MS Excel, MS Access) and electronic mail.

Demonstrated experience with an integrated student database such as Banner.

Experience with SQL scripting, Windows operating systems.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.

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- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 27, 2024.