



DATE ISSUED: 07/12
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Enterprise Applications

JOB SUMMARY

Reporting to the Vice Provost of Technology and Chief Information Officer, the Director, Enterprise Applications exercises discretion, independent judgment, and strategic leadership to deliver enterprise information systems. Responsible for providing leadership, direction and guidance for the implementation, maintenance, enhancement and improvement of TWU enterprise administrative information systems including Oracle E-Business (Human Resources, Finance, Budget, Fixed Assets), Datatel Colleague(Student Information), University database management systems and non-enterprise, departmental application systems and the use of these systems and technologies within the business processes throughout TWU. Builds relationships with schools, business units, and other academic support organizations to provide campus-wide services, user support, training, and improve alignment and communication. Responsibilities include establishing and administering operating and technology standards, development of new IT services, problem identification and resolution processes, providing institutional web application systems and technical support. May assist in day-to-day production issues, act as escalation point to resolve urgent and/or complex client issues, and manage client expectations. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Vice Provost of Technology and CIO

Supervises: Directs multiple Managers, and/or has direct management responsibility for multiple positions in the Enterprise Applications department

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ESSENTIAL DUTIES - *May include, but not limited to the following:*

- Directs the systems analysis, programming and project management activities of system-wide ERP core applications systems and university database management systems and non-enterprise, departmental application systems.
- Leads system-wide initiatives to improve efficiency and effectiveness of university business processes in accordance with priorities and directions negotiated and discussed with various leadership groups.
- Recognizes and advances opportunities for the utilization of the university's information technology investments.
- Reviews and approves all systems development project requests, and coordinates schedules and related departmental activities.
- Provides overall direction and guidance to assigned project team members; supervises professional staff.
- Prepares activity and progress reports regarding all systems analysis and programming areas.
- Collaborates with other Information Technology management staff regarding enterprise and system-wide computer architecture, capacity, planning, security and usage.
- Provides a significant level of input regarding hiring/termination decisions, performance management, salary increases and disciplinary actions and/or budget management.
- Creates and manages the Enterprise Applications budget and provides input in the administration of related budgets.
- Formulating and implementing application developments security standards under the guidance of the Information Security Office.
- Provides institutional custom web application systems and technical support; and deploying and supporting non-enterprise, departmental application systems.
- Vendor management and contract negotiation.
- Build relationships with schools, business units, and other academic support organizations to provide campus-wide services, user support, training and improve alignment and communication.
- Establish and administer operating and technology standards, development of new IT services, problem identification and resolution processes.
- Management responsibilities for direct reports (interviewing, hiring, training employees, planning, assigning, directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems) in accordance with TWU policies and applicable laws.
- Development of processes, standards and procedures for the team alignment with the overall IT operations and governance processes.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Helps with requests/issues for departments not normally supported.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Master's degree preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Minimum of eight years of technology experience in a higher education setting.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- Knowledge of Computer hardware and software used in a networked and web-based environment.
- Knowledge of Federal/State/Local laws and regulations including TAC 202, DIR, ADA, and EIR.
- Knowledge of information technology designs, setups, installation, implementation and maintenance.
- Knowledge with the full range of IT services and products.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Knowledge of Software life cycle activities.
- Knowledge of Performing Trend Analysis.
- Knowledge of PMBOK Project Management Framework.
- Knowledge of existing, evolving and new technology resources and how to tie these investments to improved university performance.
- Knowledge of driving new continual improvement to IT's strategies in response to TWU's evolving needs.
- Working knowledge of office practices and methods.
- Knowledge of basic business principles and business and industry-specific terminology.
- Knowledge of business case analysis.
- Knowledge of costing, budgeting, risk and financial analysis.

- Knowledge of quality assurance concepts and procedures.

Skills:

- Excellent verbal and written communication skills, interpersonal relationships, leadership and management principles and decision-making abilities.
- Excellent organizational skills, to include demonstrated ability to re-tool a complex organization to meet changing demands.
- Enterprise Applications experience, accountable for customer satisfaction.
- Customer Service Excellence.
- Experience with the full range of IT services and products.
- Experience in areas such as opportunity prospecting, proposal development, proposal presentation.
- Experience in information technology management.
- Experience with VPN, secure networks and knowledge of Federal and State information security policies and best practices.
- Higher Education experience in information technology design, setups, installation, implementation and maintenance.
- Administrative experience in planning, financial management, and management of staff.
- Experience working with multiple units and/or organizations, building relationships, and with highly collaborative projects.
- Experience in evaluating programs and thinking strategically about future directions for IT.
- Strong project management skills.
- Skill in defining program objectives and establishing information technology standards, policies, and budgets.
- Skill in analyzing and improving operational effectiveness.
- Skill in program analysis and strategic planning.
- Skill in managing multiple projects, including development and management of budget.
- Skill in managing the work of others, including leading and motivating managerial staff.
- Excellent written and oral communications not only within IT, but with the customer.
- Conflict Resolutions Skills
- Financial Analysis
- Mentoring
- Preparing and administering performance reviews
- Risk analysis

Abilities:

- Ability to direct team management and development and control an operating budget.
- Ability to work with Senior Executives.
- Ability to plan, establish, manage, and evolve academic/administrative client systems and solutions in support of University success.
- Ability to be accountable to the greater organization through setting of goals, measuring operations and driving continual improvements in quality and efficiency of operations and investment.

- Ability to direct and communicate college-wide information technology operations and projects.
- Ability to manage fiscal resources.
- Ability to Work with minimal direction.
- Ability to manage multiple projects, and priorities.
- Ability to manage finite resources in a high demand environment.
- Ability to prioritize team assignments.
- Ability to create and maintain a highly motivated team within a high stress environment.
- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to respond to emergency situations in a timely manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

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SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.