JOB DESCRIPTION

Position Title: Director of Administrative Computing

Department: Technology Services	**Employment Category:** Exempt Staff
Primary Location: District-wide Based on the Sierra Vista Campus	**FLSA Classification:** Exempt **Remote Eligible:** No
Parameters: Full-time; 12 months/year	**Pay Grade:** EX16

Position Summary: The Director of Administrative Computing is responsible for administration and oversight of the District's ERP system, including database management and system programming, research, testing, deploying patches, support and maintenance, with a focus on security, performance efficiency, software updates, and troubleshooting third-party applications and integrations to meet emerging business needs.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Manages administrative computing resources to improve performance supporting the needs of the user community; supervises, trains and evaluates staff members responsible for the delivery of administrative technical support services; provides direction, guidance, training and career enhancement opportunities

Supervises, trains, and evaluates staff members responsible for the duties of the ERP system database management; is an active participant in job duties while providing guidance and training to the team

Installs, configures, patches, monitors, and manages Linux servers and ERP Applications, with a focus on security, performance efficiency, software updates, and troubleshooting third-party applications (through 2027, with a transition to support a new ERP platform Anthology, currently in the design phase of implementation)

Verifies backups of applications, databases, and services; conducts regular backup and restoration testing

Supports the collegiate learning platforms and specific student systems providing for student success; provides knowledge supporting business intelligence and the application of metrics promoting continuous improvement; ensures appropriate documentation of applications, systems, and their respective usage including those associated change management

Manages the setup and configuration of Tomcat/Apache web tiered services

Monitors database system availability and application software performance, and security, by utilizing vendor applications, automation tools, and/or creating shell scripts

Performs system level security hardening and performance fine-tuning

JOB DESCRIPTION

Works closely with other college divisions, departments, and teams to implement and support software solutions, customizations, and integrations

Assists with ERP system patches and other related applications, as needed

Provides strategic input to the college application technology process and respective functions as it supports the college's strategic, institutional effectiveness, and organizational excellence initiatives; works collaboratively to oversee technology initiatives that support and enhance those goals and initiatives; provides leadership, oversight and best practice input to the ERP system, application user groups, and the implementation of software solutions; serves as point of contact for project direction and status updates

Ensures support for college technology audit preparation and execution meets best practice for State, Federal, and any required compliance activity; assists with budget preparation to support application technology requirements

Maintains technology expertise, keeping current with evolving application design, programming and database technology and innovation

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Bachelor's degree in technical discipline or related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Five years related experience managing technology resources to include databases, including three years supervisory experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of supervisory principles, practices and techniques

Knowledge and ability to manage administrative computing staff and resources

Knowledge of ERP applications preferably, Banner or Anthology, and their respective functionality and database constructs

Knowledge of methods to develop metrics and associated benchmarking techniques

Knowledge of compliance requirements related to technology and institutional audits or ability to obtain

Knowledge of Microsoft Office suite

Knowledge of strategic planning and associated budget planning

Knowledge of current technology practices

Knowledge of budget preparation, monitoring and administration

Skill preparing, monitoring and maintaining budgets

Skill in supervisory practices and techniques

Skill communicating technical information to non-technical audiences both verbally and in writing

Skill establishing and maintaining effective working relationships with other department staff, faculty, students and the public

Skill in presenting ideas and concepts orally and in writing

Ability to manage and lead a technology organization

Ability to serve as a hands-on leader in a technical environment

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls. May require working evening and weekends

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Chief Information Officer