



# CLARK ATLANTA UNIVERSITY

## Job Description

<b>Position Title:</b>	<b>Enterprise Applications Manager</b>
<b>Department:</b>	<b>Office of Information Technology &amp; Communications (OITC)</b>
<b>Reports To:</b>	<b>Associate Vice President of Technology/Chief Information Officer</b>

*The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.*

### **General Function (Description):**

Reporting to the Associate Vice President of Technology and Chief Information Officer, the main objective of the Enterprise Applications Manager is to drive student success by the daily support and ongoing evolution and optimization of the Ellucian Banner ERP system (technical and functional) and other enterprise application systems at the University. The ideal candidate must be able to deal effectively with Ellucian, staff, leadership. Including meeting regularly to discuss progress of work, resolve problems, and ensure that standards for quality and quantity of work are met.

### **Examples of Duties and Responsibilities:**

- Providing support and strong management for the administration of the University's ERP and the daily support of the University's ongoing evolution of its implementation and integration with third party systems and providers.
- Providing strong leadership and management of administrative systems staff including meeting regularly to review progress of work, resolution of problems, and ensure that standards for quality and quantity of work are met.
- Acting as a strong leader providing good customer relationship skills and presence in managing the ongoing evolution of ERP modernization efforts.
- Consulting with management and reviewing project proposals to determine goals, time frame, funding limitations, procedures for accomplishing administrative computing projects, staffing requirements, and allotment of resources.
- Effectively managing projects and resources using strong project management skills to articulate project demands, recommend priorities to support groups and committees, and provide frequent project updates while adhering to established timelines.
- Developing and implementing ERP and associated administrative systems change management, communication planning, testing procedures, and programming documentation.
- Providing client liaison and technical support for administrative applications including system configuration and usage guidance to the administrative user community.
- Supporting departmental staff and administration with the identification, evaluation, selection, support and maintenance of systems solutions.
- Providing systems analysis, maintenance, appropriate use, production and problem solving support, and necessary programming support as well as ad-hoc reporting support to provide efficient and effective use of administrative information systems in support of the University's goals and objectives, implementing quality assurance methodologies for change management and problem management.
- Meeting with users and staff to determine the impact of proposed changes in process and solutions for users;
- Assisting with the evaluation of third party software and hardware to determine usefulness and compatibility with existing technology;
- Evaluating proposed information technology projects to assess adequacy of existing hardware and recommend purchase of new equipment and software as required;
- Planning and managing data storage and archival operations and solutions;
- Managing maintenance contracts for hardware and software and making recommendations to the CIO and Ellucian Technical Director as appropriate;

- Planning and assisting the CIO and Ellucian Technical Director in developing day-to-day policies and procedures to promote successful performance of administrative computer operations;
- Carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Other duties as assigned and in support of the customer relationship and partnership with Ellucian
- Establishing technical and implementation standards to promote the long-term, cost effective management and support of the currently installed administrative systems; and
- Planning, designing and implementing the integration of other data sources on a project by project basis, as funded by the customer.

***Knowledge, Skills and Abilities:***

- Solid functional and technical knowledge of relational database management system
- Solid functional and technical knowledge of the Ellucian ERP systems
- Strong expertise in SQL among other Programming languages
- Excellent verbal and written communications skills
- Strong Project Management skills, PM preferred
- Varied and strong technical background that would include implementation of higher education administrative systems or business management systems.
- Specific understanding of industry trends and standards required.
- Strong end user orientation.
- Strong work ethic,
- Must be a team player and strong on collaboration.
- Solid organizational skills, ability to work with staff, faculty, and administration at all skill and management levels.
- Sound strategic thinking skills and ability to work with senior management team in an effective manner.
- Higher education experience
- Proven track record as a leader.

**Desired Skills:**

- Experience in Higher Education Information Technology Support
- Ellucian Banner
- PowerCampus Self Service
- Blackboard Transact
- Touchnet
- SQL Server Reporting Services
- Canvas Experience
- Mediat
- Formal project management such as PMI
- ITIL Experience
- User Services/HelpDesk Experience
- Master's Degree in related field
- Knowledge of systems and applications designed to empower teaching and learning

***Minimum Hiring Standards:***

<b>Education</b>	Bachelor's degree required
<b>Years of Experience</b>	Five (5) or more years related experience and/or training; or equivalent combination of education and experience.
<b>Years of Management/Supervisor Experience</b>	At least seven (7) years of experience in a leadership role