

Job Description

Job Title:	Director, Enterprise Systems
Department:	Information Systems & Technology (IST)
Reports To:	Chief Information Officer
Jobs Reporting:	Information Systems Specialists Manager, Student Information Systems
Salary Grade:	USG 16
Effective Date:	July 1, 2017

Primary Purpose

The Directors, Enterprise Systems, are responsible for planning, design, development, implementation and support of sustainable and secure information system and technology services to the University and to other groups within IST. The incumbents shares overall responsibility for day-to-day management of IST with the other Directors and the CIO. The Directors demonstrates campus-wide leadership in the successful deployment, support and evolution of the University's Enterprise Applications for a diverse group of Academic Support and Ancillary departments. They are responsible for defining, providing, refining, improving, and modifying the services provided in response to changes in business processes, technology, the University environment, and IST priorities. The Directors develop and maintain key relationships with Academic Department stakeholders.

The Enterprise Systems Directors(s) will have responsibility for one of the following groups:

- ERP Systems
- Departmental and Campus Applications

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Establishes the direction and priorities for the Enterprise Systems groups

- Serves as an integral member of IST's Management Team and IST's Director Team
- Participates in the development of the long term vision and planning for the department
- Develops the Enterprise Systems group's annual plans and priorities
- Aligns with Portfolio Management Group's (PMG) process and governance for new portfolio, program, and project work.

Within Enterprise Systems groups, ensures the effective utilization, deployment and development of human and capital resources

- Oversees hiring and development of the Enterprise Systems team.
- Deploys staff to most productively meet goals and objectives
- Coaches, trains and develops employees to enable their professional development
- Approves annual performance plans and conducts regular reviews with direct reports

Core Services

- Enterprise Systems has primary responsibility for:
 - Definition, application and maintenance of technical and system strategies
 - Design and implementation of technical solutions to meet business requirements

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<ul style="list-style-type: none">○ Integrity of applications through defined QA and testing practices○ Solutions design and consulting support to Academic Support departments● For defined programs and projects, the Director provides support to the accountable Portfolio Management Group's Project Manager or Program Manager to ensure successful delivery
Applications Implementation <ul style="list-style-type: none">● Supports the acquisitions process (including RFI/RFP)● Implements ERP solutions (PeopleSoft Campus Solutions, HR Systems (Workday, iCIMS, Morneau), and Unit4)● Implements large scale applications (CECA, Advancement, Research, Housing)● Implements department-specific applications (Parking, Bookstore, Athletics, Food, Safety, Campus Wellness)
Systems Integration <ul style="list-style-type: none">● Ensures integration with core applications (e.g., SharePoint)● Implements connectivity with external partners (e.g., banks)● Provides internal inter-systems support (e.g., D2L)● Provides support for Information Management, Integration Middleware, Open Data, and like initiatives
Infrastructure <ul style="list-style-type: none">● Oversees Applications Administration and Database Administration● Provides support for and use of web services technology● Ensures the requisite production support● Provides support for and incorporation of guiding principles for usability, accessibility
Stakeholder Management <ul style="list-style-type: none">● Establishes and maintains strong relationships with leadership team and key representatives of the Administrative Support Departments of the University● Optimizes relationships and strategic alliances with external technology partners.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none">● University degree or equivalent post-secondary education and/or experience required.
Experience <ul style="list-style-type: none">● 5-6 years of progressive experience with a proven track record of achievement and success within Information Technology.
Knowledge/Skills/Abilities <ul style="list-style-type: none">● Ability to foresee application-based services that meet needs and solve business issues of the University.● Strong leadership and project management skills are essential.● Excellent oral and written communication skills.● Ability to effectively present strategies and plans to senior management.● Ability to communicate technical concepts to technical and non-technical audiences.● Demonstrated ability to influence, negotiate, and develop relationships at multiple levels and across a wide range of personalities and functions● Strong organizational and problem solving skills combined with analytical and planning abilities, Strong business acumen● Flexible adaptable management style. Ability to conceptualize and address current and future challenges in a logical manner.

- Very results oriented.
- Demonstrated reasoning and decision-making ability at a senior management level.
- Innovator with a high energy level
- Computing Skills:
 - **Application and Middleware Technology**
Basic, Intermediate (as required)
 - **Project Management**
Intermediate
 - **MS Office & SharePoint**
Basic
 - **Development Methodologies and Frameworks**
Intermediate
 - **Application Architecture**
Intermediate, Advanced (as required)

Nature and Scope

- **Contacts:** External contacts include vendors and relevant government agencies, representatives of other academic institutions, etc. Internal contacts include staff and senior management across campus. Nature of interaction varies from client/vendor to information sharing to influencing, collaboration/partnership. Relationship management.
- **Level of Responsibility:** Responsible and accountable for the overall results of the Enterprise Systems group within IST.
- **Decision-Making Authority:** In consultation with the Chief Information Officer, responsible and accountable for establishing the priorities for the Enterprise Systems groups.
- **Physical and Sensory Demands:** Minimal demands typical of a senior executive position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior executive position exposed to stress and pressure associated with senior level responsibilities.