



Job Description

Job Title: Managing Director-Enterprise Resource Planning **JTC: CCV**

Salary Range: N08 **FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for directing the activities of a specific department or organization ensuring business goals and objectives meet the vision, mission and goals of the district.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge, skills and ability to manage the activities and productivity of a department or organization. Ability to think strategically and innovatively creating realistic plans and workflows. Ability to manage teams to achieve challenging deliverable objectives to meet the vision, mission and goals of the organization/district. Must be able to comply with district policies/procedures as well as applicable local, state and federal rules and regulations.

Must be able to implement new and/or improve existing processes that impact organizational performance and customer satisfaction. Ability to stay abreast of new trends and best practices in area of responsibility incorporating new facts and ideas into business processes; open to change and applies creative thinking to develop solutions based on new methods and technologies.

Ability to build and maintain collaborative work relationship with diverse, multicultural individuals internal and external to the organization. Ability to use independent judgement as well as the ability to work collaboratively in a team environment. Able to network with potential clients and/or stakeholders in order to acquire new and innovative business tactics and ideas. Ability to represent the organization to key stakeholders, the public and business partners.

Must have well developed skills in prioritizing, organization, decision-making and time management. Must be able to use appropriate managerial skills to provide staff with the tools, resources and materials necessary to meet the goals of the organization. Must be results oriented in addition to having strong business-development skills and the ability to interact with diverse, multicultural clients, stakeholders and constituents, both internal and external to the district.

Must be an effective communicator with outstanding interpersonal, written, verbal and presentation skills as well as excellent leadership and customer service skills, management experience and the ability to motivate employees.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus five (5) years of work-related experience including two (2) years of supervisory experience. Official transcripts required. Must have current and valid driver's license. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. *Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.****

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the maintenance, management, monitoring, and operational support of DCCCD's Enterprise Resource Planning (ERP) system and all its internal and third party integrations. Keeps up to date on vendors and product roadmaps, industry trends, and technological changes through professional development activities.

Define and deliver strategic plans for implementing cross-platform technological solutions to maintain the effectiveness and efficiency of the ERP system. Oversees contracts, renewals, contractors and third party vendors who work with DCCCD's systems. Analyzes current operational procedures, identify problems, and determine specific recommendations for redesign of processes.

Maintain collaborative relationships with diverse internal/external stakeholders and constituents within the DCCCD community network to resolve issues identified during testing or systems upgrades and ensures that proper testing of all systems functionality is complete. Collaborate with IT technical team on database and application configurations, standards, guidelines and quality assurance for systems development deliverables. Communicate project plans and requirements to functional users to test and validate system changes.

Work with technical resources to develop, test, and document software applications and/or modifications in order to implement and/or maintain ERP system. Implements disaster recovery procedures, information security and control structures. Directs staff by recruiting, coaching, mentoring and proving growth opportunities.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provides excellent customer service. Performs related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.