



Complete and submit this form, along with any supplemental documentation, to the Office of the President by 5:00pm on the seventh day prior to the Board meeting.

Date of Board Meeting: May 20, 2025

Subject:

Upgrade position from Director, Enterprise Systems (Senior Functional Analyst) to Senior Director, Enterprise Systems

Recommendation:

Approve of proposed upgrading position from Director, Enterprise Systems (Senior Functional Analyst) to Senior Director, Enterprise Systems

Background and Rationale:

Due to the evolving landscape of enterprise technology, this role upgrade requires a leadership approach that is both strategic and hands-on, extending beyond the scope of ERP management. While the previous Director, Enterprise System (Senior Functional Analyst) played a key role in maintaining our ERP, Banner, the growing need for the college to implement CRM, AI, and a Datawarehouse as part of our IT roadmap requires a broader vision for this position.

Upgrading the position to Senior Director, Enterprise Systems reflects the increasing need for high-level oversight, strategic planning, and cross-functional integration aligned with the institution's digital transformation objectives. At the same time, the role requires a leader who can engage directly with systems and teams – someone capable of rolling up their sleeves to guide implementations, troubleshoot complex issues, and ensure seamless execution of systems solutions.

The Senior Director will not only continue to manage and optimize ERP operations but will also take on a key role in shaping the institution's long-term IT strategy. This includes leading enterprise-wide initiatives involving CRM strategy, AI adoption, data integration, and Datawarehouse initiatives. This role combines leadership with practical, hands-on involvement to ensure that technology investments align with institutional priorities, foster system interoperability, and drive innovation across departments.

Cost and Budgetary Support: FY25 – \$92,736 (no additional budget needed); Budget amount represents the salary prior to the position being vacated. The upgrade to the position to CA/15/20-30 would increase salary range from \$72,737-\$79,404 to \$86,080-\$92,737; total increase to the budget of \$13,333.

Strategic Priority Alignment:

☐ Student Success

☐ Community Impact

☒ Resource Optimization

☐ Institutional Excellence

Resource Person(s): Kettida Vasiknanon; Vice President of Information Technology

Signatures:

Originator

Date

5/1/2025

Cabinet-Level Supervisor

Date

President's Approval:

5-1-25

President

Date



JOB DESCRIPTION
Human Resources Department

JOB TITLE: Senior Director of Enterprise Systems	FLSA: Exempt GRADE: CA/15 NBAPOSN:
LOCATION: Wharton Campus	EFFECTIVE DATE: April 15, 2025 REVISION DATE: April 15, 2025
REPORTS TO: Vice President of Information Technology	

PURPOSE AND SCOPE:

The Senior Director of Enterprise Systems (Director) is responsible for the technical support for each of the administrative functional areas, oversight of the development, implementation, and maintenance of documentation of procedures for ERP (Banner) and its related applications, CRM, Data Management, Artificial Intelligence (AI) tools, including implementations and operations of cloud SaaS solutions, management of risk and issue resolution in each of the administrative functional areas, development of reports and procedures for ensuring data integrity in functional areas, planning and procedures for user training. Other responsibilities include: on-going maintenance of and upgrades to currently implemented functions, implementation of features in ERP, CRM, Artificial Intelligence (AI), and datawarehouse solutions that would increase the efficiency and effectiveness of each administrative area and services to students, faculty, staff, and administration provided by the functional areas, and supervision of the all system and functional analyst staff.

ESSENTIAL JOB FUNCTIONS:

1. This position coordinates project activities with the Vice President of Technology, facilitates the institution's resource requirements, manages production preparation activities, and coordinates the resolution of any change in policies and operation procedures with the functional areas with regard to the Institutions Enterprise Resource Planning, CRM, AI, datawarehouse, and other applications.
2. This position develops planning documents for organizational change, configuration management, training, and testing related to all applications under the portfolio.
3. This position assists functional end-users in analyzing business processes and adapting those processes to work within the ERP, CRM, AI, and datawarehouse applications when possible. This position actively researches best practice and recommends updates to functional processes resulting from that research.
4. This position develops and maintains PL/SQL, PostgreSQL, Ethos, and other integration tools to research and correct problems within the College's information systems.

5. This position manages integrations of Banner with other information systems such as web portals, learning management systems, customer relationship management platform, payment systems, and other information systems.
6. This position uses tools such as Banner ISE, cron, Automic, and Windows Task Scheduler to automate current and future processes and integrate other system features to assist in the automation of current and future processes.
7. This position collaborates with staff in the Office of Institutional Research to develop reporting solutions using appropriate technology tools. Develops and maintains programs to ensure data integrity and extract data from college databases.
8. This position oversees the analyst team in the creation of documentation for processes and procedures in the functional areas to generate desk manuals for all areas related to Banner systems and best practice.
9. This position oversees the Enterprise Systems team on programming tasks, security requirements, upgrades and modifications and the impact on the information system as a whole.
10. This position studies manuals, periodicals, and technical reports to gain knowledge needed to support the functional areas.
11. This position oversees the team in recreating the steps taken by users to locate the source of problems and identify the proper problem resolution.
12. This position develops and maintains functional training materials and trains users to operate programs and provides technical assistance.
13. This position is responsible for other duties as assigned by supervisor.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires a Bachelor's Degree in Computer Engineering, Computer Science, Computer Information Systems, Management Information Systems, or closely related field and five years' experience in implementation, maintaining, and enhancing a management information system. A minimum of two years' experience using SQL Plus, PL/SQL, or PostgreSQL, and one-year experience using Pro*C on an Oracle or another enterprise-class relational database management system including experience with Microsoft Access is required. This position requires experience in project management, such as implementing and upgrading new technologies. This position requires the ability to work effectively and congenially with faculty, students, and staff and possess outstanding time management and organizational skills. Criminal background check is also required.

SUPERVISION OF OTHERS:

The Director supervises System and Functional Analyst.

Initials

SUPERVISION AND DIRECTION RECEIVED:

The Director is responsible and accountable to the Vice President of Technology for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outline in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of this position are with the local and state agencies and vendors.

Internal contacts of this position are with administrators, faculty, staff, and students.

COMPLEXITY/EFFORT:

This position requires the ability to read and interpret departmental policies, procedures and instructions, the ability to hear and understand employee inquiries and oral instructions from supervisor and emergency announcements, and sufficient manual dexterity to prepare letters, reports, graphics and other data on the computer. This position requires a demonstrated ability to write clearly (must convey the given content simply and directly, using language, phrasing and structure appropriate to the audience.) This position requires excellent communication skills, both verbal and written. This position requires a demonstrated ability to organize written and graphic information in a logical and pleasing manner, the ability to work cooperatively, creatively, and flexibly, and a demonstrated ability in project management for projects that span at least 12 months and involve twenty or more employees working on the project.

WORKING CONDITIONS:

Work of this position is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Travel is required. This position has exposure to natural atmospheric conditions such as dirt and dust, etc.

LAST MODIFIED: April 15, 2025

Employee's Signature

Date

Supervisor's Signature

Date

Initials