Assistant Director Business Systems – Application Services

Position Information
Title: Assistant Director Information Technology
Business Title: Assistant Director Business Systems
Location: Manhattan
Reports To: Director Application Services
Type: Full-time; 12 months; Supervisory; Exempt
Hours of work: 8am – 5pm
Occasional overnight travel

Job responsibilities

#1 – Essential – 50%
• Responsible for the supervision, daily functions and work assignments for systems staff reporting to this position. Delegates tasks to staff based on experience and skill levels.
• Monitor ticket assignments and ensure prioritizations align with divisions priorities as established by the Director of Application Services and Information Technology Executive Leadership.
• Coordinate and communicate operational activities for the Business Systems application portfolio following change policy requirements.
• Responsible for designing, creating, testing, supporting, analyzing, and providing documentation for the institutions SaaS enterprise business applications.
• Lead the development, configuration, maintenance, upgrade planning, testing, and troubleshooting for business systems.
• Maintains knowledge of all cloud (SaaS) applications in the portfolio including system capabilities, enhancements, data quality, and security protocols.
• Monitors cloud vendors plans for system modifications and communicates to stakeholders any potential risks and recommendations for mitigation.
• Works directly with business systems cloud hosting providers, Director of Application Services, and functional offices to ensure communication and development are coordinated during upgrades and patches.
• Collaborates with data architects, data operations, server technologies, and other developers as necessary to provide exceptional levels of service to our user community.
• Defines, establishes, and communicates to the team new coding standards and optimum methods of problem solving.
• Responsible for high-level support and troubleshooting all issues related to functional processes to the functional office’s satisfaction.
#2 – Essential – 30%

- Oversee development and maintenance of system documentation, knowledgebase information, issue tracking logs, and other materials as needed.
- Participate in SLA development and updating for all Business Cloud Applications and related services.
- Participate in project planning and leadership meetings for Application Services.
- Collaborate and consult with architects, analysts, and project managers about system advancements and modifications.
- Interact with project management to review project plans, update schedules and resource allocations.
- Serve as technical project lead on large projects.
- Contacts software vendor(s) to resolve issues and when necessary escalates appropriately.
- Prepare written documentation of various types to include technical specifications, application documentation, status and analytical reports.

#3 – Essential – 20%

- Review software documentation to ensure technical accuracy, compliance, and take steps to mitigate risks.
- Mentors staff in best practices, standards, and procedures.
- Participate as needed in the design, testing, and implementation of cloud-based applications and systems.
- Maintain current awareness of trends, methods, and technological advances.
- Participate and collaborate with other major ERP institutions and professional communities to share best practices.
- Meets deadlines and ensures work is complete and accurate.
- Document and communicate changes, issues, and investigations.
- Establishes work prioritization by analyzing input from multiple sources while considering areas for operational improvement.

Organizational Information

1 – Purpose of position (organization chart attached)

The Assistant Director of Application Services, Business Systems, will be responsible for providing guidance and supervision to Business systems staff. This team supports SaaS solutions associated with our business systems applications portfolio, primarily hosted in our cloud environments. This position serves as a hands-on senior level developer, leading by example, defining best practices for other Business Systems staff to follow. In this highly collaborative
environment this position serves as a visionary leader responsible for ensuring the team is providing consistent system stability, exceptional service, and successfully meeting institutional objectives.

List the name, title, and position number for the supervisor of the employee in this position

Darci Pottroff, Director Application Services

Supervision
Business Systems staff

Does the employee’s primary duty consist of work requiring the exercise of independent discretion and judgement – Yes

Example – This position has the discretion and will use judgement in determining proper coding standards. They must be able to determine potential risks and impacts to business applications while working with 3rd party vendors to stabilize systems.

Qualifications

Required Education & Experience –

- Bachelor’s degree and three to five years of relevant experience
- Knowledge of development, administration, and evaluations for cloud-based (SaaS) application systems
- Experience developing API’s in cloud application environments
- Excellent logical, analytical, and problem-solving skills
- Excellent oral and written communication skills
- Critical thinking ability
- Strong problem-solving capacity
- Attention to detail and results oriented
- Able to find root causes of problems and quickly determines efficient solutions
- Can anticipate risks and mitigate in the moment
- Comfortable under high-stress and exhibits poise and focus
- Ability to relate to diverse community of students, staff, and faculty
- High level of energy, enthusiasm, and ability to be innovative and creative
- Strong interpersonal skills

Other requirements
Ability to read data models and flow diagrams
Preferred Experience –

Physical Requirements

- COVID – *current environment listed for remote work*
- Sitting for long periods of time
- Visit other offices, remote sites, and ability to work outside of the office environment
- Ability to work with frequent interruptions
- Occasional after hours and weekend work when required