

DIRECTOR, ENTERPRISE APPLICATIONS AND DATA SERVICES

POSITION DESCRIPTION

The Director of Enterprise Applications and Data Services is responsible for the strategic leadership, implementation, and management of the District's portfolio of enterprise software applications and its data governance and business intelligence initiatives. This is a senior leadership role focused on ensuring the District's software ecosystem is modern, integrated, and effectively supports the institution's academic and administrative functions.

The Director provides oversight for all major enterprise systems, including the Student Information System (SIS), Learning Management System (LMS), and other applications. A key function of this role is to lead the strategic use of institutional data, transforming it into actionable insights for decision-making. The Director leads a team of programmers, analysts, and database administrators, and is responsible for managing the application lifecycle, from selection and implementation to integration, maintenance, and modernization.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from Chief Technology Officer or designee. Exercises supervision over assigned personnel. The incumbent is expected to work independently, exercising professional judgment and initiative to achieve departmental goals. Exercises direct supervision over assigned technical, clerical, and support personnel.

REPRESENTATIVE DUTIES/ESSENTIAL FUNCTIONS

The duties listed are intended to provide examples of the types of work performed and are not intended to be an exhaustive list of all responsibilities. The District reserves the right to modify or assign additional duties consistent with the classification.

The following duties are representative of the essential functions of this position:

1. Direct the management, support, and strategic evolution of the college's core enterprise systems, including the Enterprise Resource Platform (ERP) and Learning Management System (LMS).
2. Oversee the full lifecycle of all enterprise applications, including needs analysis, procurement, implementation, user training, and ongoing support. Lead the business process analysis, data migration, and shift to a standardized, Application Programming Interface (API) first integration strategy.
3. Collaborate with academic and administrative departments to understand their needs and to select and implement technology solutions that improve efficiency and service delivery.
4. Manage the development and maintenance of integrations between disparate systems, ensuring seamless data flow across the college's application ecosystem.
5. Lead the District's data services strategy. Oversee the development and management of the institutional data warehouse and business intelligence (BI) platform.

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6. Direct a team in the creation of dashboards, reports, and data visualizations to support institutional research, planning, and data-informed decision-making.
7. Ensure the accuracy, integrity, and security of all institutional data, and oversee compliance with state and federal reporting requirements.
8. Manage relationships and contracts with key enterprise software vendors, holding them accountable for service level agreements and performance.
9. Develop and implement policies, procedures, and best practices for application development, database management, and data services.
10. Accountable for enforcing the standard that no code goes into production without passing through this pipeline.
11. Assist with the planning and monitoring of the departmental budget, including, but not limited to, the procurement of hardware and software licenses.
12. Chair or Co-Chair assigned governance committees to create policies and standards for data quality, access, and usage.
13. Provide direct supervision, evaluate, mentorship, and professional development for a team of programmers, database administrators, and business analysts.
14. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Applicable California Community College MIS state & federal laws, codes and regulations; applications and current knowledge of trends in the industry; relational and hierarchical database design expertise; computer programming languages, utilities and applications used within the organization; principles and practices of supervision and training; research and analysis techniques as related to computer programming; district organization, operations, policies and objectives;
- Principles and practices of enterprise resource planning (ERP) and student information systems (SIS), preferably Ellucian Colleague.
- Software-as-a-Service (SaaS) models, cloud architecture, and modern API-based integration strategies.
- Data warehousing, business intelligence, and data visualization principles and tools.
- Data governance and data quality management best practices.
- The software development lifecycle (SDLC) and project management methodologies.
- State and federal regulations impacting student data, such as FERPA.
- Cultural competency and an understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

Ability to:

- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.
- Create and maintain standardized technical documentation, Standard Operating Procedures (SOPs), and knowledge base resources for the campus community.
- Demonstrate proficiency in designated computer programming languages; provide technical guidance and recommendations concerning existing computer programs and

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systems; perform analysis and modification of existing programs and operations to meet changing needs and to provide for system enhancements.

- Supervise, coach, evaluate and motivate a team of technical professionals and foster a collaborative, customer-focused team culture.
- Apply principles and techniques of computer programming and data structuring to specific problems or requests; test and debug programs for accuracy and reliability; research, analyze and recommend new system software and hardware.
- Communicate effectively and professionally, both verbally and in writing, with users, technicians and District leadership and stakeholders, especially during stressful situations; de-escalate difficult customer interactions with empathy and tact.
- Maintain regular, reliable, and punctual attendance consistent with District standards and operational needs.
- Establish and maintain cooperative and effective working relationships with others; work independently and confidentially with minimal direction; and exercise tact and diplomacy when handling sensitive or confidential matters.
- Interpret, apply, and explain rules, regulations, policies, and procedures; maintain records and prepare reports.
- Analyze complex business processes and identify opportunities for improvement through technology.
- Manage an enterprise-level ERP or SIS system.
- Communicate complex technical and data concepts to a non-technical executive audience.

MINIMUM QUALIFICATIONS

Any combination of education and experience:

A Bachelor's degree from an accredited institution in Computer Science, Information Systems, Business Administration, or a related field.

Seven (7) years of progressively responsible experience in information technology, with at least four (4) years in a management or supervisory role overseeing enterprise applications or data services.

OR

An Associate's degree from an accredited institution in Computer Science, Information Systems, Business Administration, or a related field.

Nine (9) years of progressively responsible experience in information technology, with at least four (4) years in a management or supervisory role overseeing enterprise applications or data services.

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WORKING CONDITIONS

Environment: District office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; requires some evening and weekend responsibility; occasional travel to other locations to attend meetings or conduct work. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift (up to 20 pounds), carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others.

EMPLOYMENT STATUS

Classified Supervisor

Leadership Salary Schedule: Range 10

Personnel Management Committee Review: June 4, 2026

Board Approved: June 25, 2026

Archived Director, Systems Management and MIS Operations Job Description: June 25, 2026