



**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: Director, Enterprise Business System (Grade M48)**

**DEFINITION:** The job of Enterprise Business Systems Senior Director is done for the purpose/s of improving operational effectiveness by integrating and streamlining business processes; manages the maintenance and operations of Enterprise Business System providing functional and technical expertise in all phases of project management including project scoping, requirements definition, configuration, systems integration, data migration, testing, project tracking, risk mitigation, conflict resolution, in managing the overall team and the life-cycle for the implementation and institutionalization of a complex, large-scale, integrated business system for financial, payroll, procurement, and human resources management functions.

**SUPERVISION RECEIVED AND EXERCISED:**

Administrative direction is provided by the Executive Director, EBS Project/MITI. Responsibilities may include direct and indirect supervision of professional, technical and clerical positions.

**REPRESENTATIVE DUTIES**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**ESSENTIAL FUNCTIONS:**

Direct the maintenance and evolution of the enterprise business system by planning and initiating change.

Evaluation of work to determine operational efficiency

Oversees the timely and accurate production and processing of payroll and related outputs

Evaluates effectiveness of administrative systems, processes, and makes appropriate configuration changes, enhancements, and recommendations

Plans, organizes, and manages the cross-divisional efforts in development and implementation of the enterprise business solution

Oversees the functional support to end users

Participates in the development, implementation, and application of operational procedures

Acts as a liaison with Technology Services to maintain and enhance the enterprise business solution

Develops, implements, and communicates thorough, detailed project plans to ensure that tasks are completed on time, within budget and meet or exceed specifications.

Develops, plans, and coordinates the project assignments, project work performed, resource time, deliverables, milestones, scope, assumptions, delivery dates in coordination with overall timelines.

Prepares budgets, regular status reports, and communicates to stakeholders.

Provides expert knowledge in software implementation services evaluation and selection.

Manages and monitor activities of software and service vendors.

Manages project staff, including consultants on a day to day basis.

Coordinates multiple teams tasked with the complex functions associated with institutionalizing a major system.

Reviews and evaluates project deliverables and contractor performance.

Oversees the development of training for customers and end users of the new systems and business processes.

Advises Information Technology management on recommendations made by contractors and consultants concerning system architecture and implementation of strategies and plans.

Provides expert knowledge and assistance in software implementation services evaluation and election.

Interfaces with functional unit process owners and users to identify, define and document operational needs and objectives, current operational procedures and processes, problems, input and output requirements and levels of systems access.

Coordinates the development and design of new rules and procedures.

Prepares oral and written status reports on assigned projects.

Establishes and maintains effective and cooperative working relationships with process owners, administrators, districts' staff, project consultants and vendors.

Directs and participates in liaison and coordination of activities with County Office divisions and County school districts.

Manages the development of standards for system documentation.

Oversee and direct the work of the enterprise business systems and Customer Resource Center management team

Performs related duties as assigned.

**NON-ESSENTIAL FUNCTIONS:**

Performs other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

**CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:**

A valid California driver's license, Evidence of Insurability and the availability of private transportation or the ability to provide transportation between job sites is required. .

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited institution of higher learning preferably with a bachelor's degree in business administration, public administration, or computer information systems, management information systems or a related field. Project Management Information certification is highly desirable. Five or more years of significant, directly related and progressively responsible experience in managing complex, computerized business systems projects that includes experience management-level responsibility for an organization-wide implementation and change management of an enterprise resource planning (ERP) system. Experience managing technology projects in a public-sector, multi-agency user environment is desirable.

**KNOWLEDGE, SKILLS AND ABILITIES**

KNOWLEDGE is required for project coordination for ERP projects such as planning, scoping, process/requirements definition, design, development, testing, project tracking, project reporting, risk assessment tracking, conflict resolution tracking, documentation; processes and procedures in documenting and writing all phases of project work; budget planning, management and cost controls; principles of organization, management and supervision; cost benefit analysis, requirements gathering; principles and practices related to the management of multi-vendor and multi-platform computer systems servicing multi-agency user groups;

SKILL and ABILITY are required to plan, coordinate, and provide leadership in complex activities involving many participants; review and evaluate detailed project management plans to ensure tasks are completed on time, within budget and meet or exceed specifications; analyze, interpret and explain complex information; prepare clear, concise reports and make recommendations; conduct meetings and make effective oral presentations; resolve conflicts and promote cooperation; develop and implement change management plans; oversee development of training activities; review and evaluate project deliverables; manage and evaluate contractor performance; a wide variety of circumstances; work with data utilizing defined but different processes; work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of job-related equipment; problem solve to analyze issues and create action plans; communicate effectively orally and in writing; work effectively independently and as part of a team; resolve disputes and diffuse tension; establish and maintain effective working relationships; meet deadlines and schedules; set priorities; work with multiple projects, frequent interruptions, and changing work priorities; working with detailed information/data and maintaining accurate records; making presentations.

**WORKING CONDITIONS & PHYSICAL ABILITIES:**

**ENVIRONMENT:**

Office environment

**PHYSICAL DEMANDS:**

Must be able to hear and speak to exchange information; see to perform assigned duties; sit for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment.

**DISTINGUISHING CHARACTERISTICS:**

The Enterprise Business System Implementation Manager position is distinguished from this in that it provides general business processes subject matter expertise plus ERP expertise in the functional design in finance systems. The Enterprise Business System Functional Manager - Human Resources works on the project team as the public school human resources system expert for a specific business process in the development of functional requirements and functional system tests and is a liaison with business functional experts at user sites.

<b>Established</b>	<b>Revised</b>	<b>Approved by Personnel Commission</b>	<b>FLSA Status</b>	<b>Salary Grade</b>
4/2016	N/A	May 18, 2016	Exempt	M48