


JOB DESCRIPTION
PUBLIC VACANCY NOTICE

Posting Date: October 18, 2017

Deadline Date: Open Until Filled

Position Title: Enterprise Applications Manager – Assistant Director

Department: Information Technology Services

Salary Grade: 18

Job Type: Regular Full-time

Minimum Starting Salary: \$66,263

Reports To: Director Information Technology Services

FLSA: Exempt

SUMMARY:

Under general direction of the Director of Information Technology Services, oversees and provides operational management, technical support, and participates in the strategic planning for Information Technology Services Department. Supervises and provides functional direction to assigned staff and student employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manages, oversees, plans, coordinates, and provides leadership on the activities of ITS operations support team, works directly with ITS Management and NMHU end-users to ensure high levels of customer satisfaction in the area of enterprise operations services and support. Works directly with team to provide, develop, review, and monitor performance metrics geared at providing quality performance and transparency through reports and dashboards.

Works closely with the ITS Director in department oversight, planning, and providing leadership in Information Technology Services operations for the University, this includes but is not limited to all aspects of systems and applications administration, performance, reliability, capacity planning, and customer service for the department and University. Also included are software implementations, upgrades, patches, licensing audit, invoice management, security, performance management, and ongoing maintenance, in addition to assisting in establishing and maintaining departmental standards, policies, and procedures.

Responsible for operational support and maintenance, project management and strategic planning of NMHU's enterprise systems, and all associated functions and services. Establishes and manages project schedules and budgets, plans resource requirements, anticipates and manages risk and potential problems, facilitates project status meetings, and provides reports to senior management. Prepares scope of work and bid specifications for projects contracted to outside vendors.

As a member of the ITS Management Team, participates in the development, support, and enforcement of departmental policies, procedures, and processes. Areas such as security, performance, change and problem management, capacity, short and long range planning, as well as developing and monitoring of departmental budget.

Supervises assigned personnel, which includes: staffing, performance planning, work allocation, safety, training, problem resolution, performance evaluations and makes personnel recommendations, provides leadership and motivation of employees to achieve peak productivity and performance.

Performs miscellaneous job-related duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Supervises and provides functional direction to assigned staff and student employees.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM JOB REQUIREMENTS:

- **Education:** Bachelor's Degree in a related field.
- **Experience:** Five (5) years of Enterprise Information Technology management and support experience, of which at least two (2) years was in a supervisory capacity, or an equivalent combination of education and experience are acceptable. Must have demonstrated experience in Ellucian Banner system.

PREFERED REQUIREMENTS:

- Broad operation knowledge of Enterprise IT Support: Including integrated (ERP) Student Information System; Financial Aid; and Finance and Human Resources Information Systems (Ellucian Banner);
- Experience in Oracle and SQL Server database management systems; application development in a database environment programming in multiple languages across multiple platforms;
- Experience in enterprise Microsoft Domain Network Management, Linux and Microsoft operating systems;
- Experience with capacity planning desirable.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of rapidly changing industry trends and standards;
- Skilled in effective communication;
- Skilled in translating technical terminology in terms understandable by diverse user groups;
- Skilled with strong documentation skills and policy and procedure writing;
- Strong analytical skills to perform complex research and analysis;
- Ability to supervise employees, manage projects and department budgets, prioritize work and meet deadlines;
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents;
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community;
- Ability to write speeches and articles for publication that conform to prescribed style and format;
- Ability to effectively present information to top management and public groups;
- Ability to define problems, collect data, establish facts, and draw valid conclusions;
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CONDITIONS OF EMPLOYEMENT:

Specialty licensure/certification may be required, as specified by the department. Successful candidate may be subject to a criminal background check prior to starting work.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Moderate physical effort. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to manipulate, handle, or feel objects, tools, or controls, reach with hands and arms, and talk or hear. May require occasional lifting, handling, pushing, or moving objects up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth-perception, and the ability to adjust focus.

No or very limited exposure to physical risk. Work is normally performed in a typical interior/office work environment. The noise level in the work environment is usually moderate (normal office environment).

APPLICATION PROCEDURE: Interested applicants must submit: 1) a letter of interest; 2) resume; 3) university employment application; 4) names/address/telephone numbers of 3 professional references; 5) copies of transcripts. Candidates who are invited for interviews will be required to submit official transcripts. References will be contacted in conjunction with interviews. Submit materials to:

**New Mexico Highlands University
Human Resources Department
Enterprise Applications Manager – Assistant Director Search
Box 9000
Las Vegas, NM 87701**

Employment application is available at <http://www.nmhu.edu/human-resources/highlands-employment-opportunities/> Application and material may be sent via email to: jobs@nmhu.edu

For disabled access or services call 505-454-3242 or email hr@nmhu.edu
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