#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Director, Enterprise Applications

**Job Number:** X-480 | VIP: 2017

**Band:** EXEMPT-7

**Department:** Information Technology

**Supervisor Title:**  Director, Enterprise Applications

**Last Reviewed:**  July 31, 2024

#### **Job Purpose:**

The Assistant Director, Enterprise Applications leads the strategic design and implementation of the University’s enterprise application portfolio. Plan, Develop, and implement scalable, cohesive, resilient, and secure information architectures aligned with long-term institutional objectives. Drive innovation, optimization, monitoring, and compliance practices while fostering knowledge-sharing and collaboration across IT teams, and interdepartmentally across the University.

#### Key Activities:

* Provides advanced technical expertise and mentoring to the programming team and the broader organization.
* Analyzes new and emerging trends in applications architecture, evaluates alternatives, and completes feasibility studies.
* Provides advice to senior management on application architecture advancements, and makes strategic methodology, development, and major expenditure recommendations.
* Designs major aspects of the architecture of an application, including components such as user interface, middleware, and infrastructure.
* Makes changes to methodologies, procedures, and software development lifecycle, to ensure continuous improvement.
* Performs design and code reviews and ensures that uniform application design standards are maintained.
* Makes presentations at local, regional, national, and international conferences and workshops as well as to partner institutions.
* Supports software development lifecycle and applies and follows appropriate programming/development methodologies and best practices as instructed.
* Instituting proactive monitoring and optimization practices to maintain optimal performance and reliability.
* Provides technical leadership in the analysis and review of existing or proposed system features and integration, security, scalability and performance requirements with users, business analysts, architects and team members.
* Leads the evaluation and selection process for application packages, and advises on options, risk, cost vs. benefits, and impacts on business processes and goals.
* Develops system test plans, oversees testing of new or modified applications and ensures applications meet specifications.
* Develops integration plans and ensures for the incorporation of plans into integration testing process.
* Ensures documentation of functions and changes to new or modified modules, tests activities/results, error handling and backup/recovery procedures.
* Designs, develops and programs specialized custom software, prepares functional specifications, and builds prototypes.
* Provides expert advice on complex system design issues and contributes to ongoing planning and development of systems enhancements. Packages in house developed applications for production or integrates vendor supplied applications.
* Oversees and ensures that all human resource practices and processes are complied with and develops leadership strength in functional areas by coaching reporting leaders and staff in the development of critical competencies and by modelling valued leadership behaviors.
* Provides career planning advice to staff and creates development plans to help staff achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
* Directs the preparation, control, and administration of budgets for reporting areas and approves major expenditures.
* Taking charge of developing operational plans and performance metrics for service offerings, while coordinating project resources and offering guidance and mentorship.
* Establishing procedures and standards for operational efficiency and compliance and overseeing staff performance and career development.
* Making informed recommendations for vendor selection and managing contracts effectively.
* Maintaining up-to-date professional certifications and staying abreast of current IT trends and techniques.
* Performs other related duties as required.

#### Education Required:

* Master’s degree in Computer Science, Information Technology, or related field; advanced degree preferred OR equivalent knowledge and experience.

#### Experience/Qualifications Required:

* Eight (8) + years of progressive technical experience in infrastructure management, preferably in higher education.
* Experience in negotiating and managing service-level agreements with stakeholders.
* Effective engagement with diverse stakeholders, including university leadership.
* Skilled in vendor selection and management to meet university standards.
* Strategic thinking ability to align technology initiatives with institutional goals.
* Adaptability to evolving technological landscapes and changing priorities.
* Demonstrated leadership in team development and fostering professional growth.
* Insight into higher education structures and objectives.
* Stakeholder engagement and collaboration skills.
* Adaptability and innovation in proposing solutions.
* Problem-solving and decision-making skills.
* Team leadership and collaboration capabilities.
* Budget management and resource allocation proficiency.
* Commitment to continuous learning and professional development.
* Awareness of equity, diversity, and inclusion principles in technology access.

##### Technical

* Expertise in developing and executing IT strategies aligned with organizational goals.
* Strategic planning and execution aligned with university goals.
* ERP: Proficiency in configuring, managing, and maintaining the Ellucian Colleague ERP, including associated modules and subsystems.
* Data Integration: Proficiency in developing and managing data exchange and integration services and middleware between systems.
* Database: Proficiency in MS-SQL, MySQL/MariaDB, Unidata
* Azure Active Directory (Azure AD): Understanding of Azure AD for managing user identities, access control, and authentication in a cloud environment.
* Office 365: Knowledge of Office 365 applications, services, and integration points, as well as experience in configuring and managing Office 365 services.
* Integration Tools: Familiarity with integration tools and middleware that facilitate data exchange and communication between different systems.
* Data Security: Understanding of data security best practices and the ability to implement security measures to protect sensitive information in an ERP environment.
* Data Migration: Experience in data migration processes, including planning, data cleansing, and validation.
* Troubleshooting: Strong problem-solving and troubleshooting skills to address technical issues within the ERP system and its integrations.
* Scripting and Automation: Knowledge of scripting languages and automation tools to streamline integration processes.
* Database Management: Proficiency in managing databases, including data backups, performance optimization, and data recovery.
* Documentation: Effective documentation skills to maintain records of configurations, integration processes, and best practices.
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##### Competencies

* Collaboration (Expert - E): Identifies and improves communication to bring conflict within the team into the open and facilitate resolution. Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team strategy and processes.
* Communicating for Results (Expert - E): Converses with, writes strategic documents for, and creates/delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.
* Problem Solving (Expert - E): Anticipates problem areas and associated risk levels with objective rationale. Uses formal methodologies to forecast trends and define innovative strategic choices in response to the potential implications of multiple integrated options. Generates and solicits the approval of senior leadership prior to defining critical issues and solutions to unclear, multi-faceted problems of high risk which span across and beyond the enterprise.
* Accountability (Expert - E): Defines strategic areas of responsibility. Plans and decides upon the reassigning and restructuring of significant organizational resources. Influences and sponsors cross organizational decisions on work prioritization, resource allocation, and long-range standards of performance.
* Business Process Knowledge (Expert - E): Analyzes enterprise processes for major enhancements to customer satisfaction and cost reduction. Identifies metrics for strategic business process improvement. Applies Business Process Reengineering (BPR) techniques to complex processes that cross the enterprise. Presents the core technical and strategic concepts of process improvement. Identifies and facilitates sensitive responses to environmental, financial and organizational concerns and issues. Approves and sponsors process improvement recommendations. Identifies the value of process improvements and solicits the support of senior business leaders.
* Information Systems Knowledge (Expert - E): Engineers, coordinates, and submits approval for significant enterprise-wide information system solutions that align with organizational processes and long-term strategies. Recommends large-scale, best practice technological opportunities. Engages appropriate technical consultants, experts, and leaders.

#### Supervision:

* Direct Responsibility for the Work of Others:
  + Developers (3)

**Job Evaluation Factors:**

**Analytical Reasoning***Description:*

The role of an Assistant Director, Enterprise Applications necessitates a high degree of analytical reasoning. Enterprise Architects are responsible for designing and implementing comprehensive and cohesive IT systems and strategies that align with the university's goals and objectives. They must possess the ability to analyze complex information, identify patterns, and derive meaningful insights to make informed decisions regarding technology infrastructure, application development, data management, and integration.

*Degree of Complexity or Difficulty of Thinking and Reasoning Required:*

The degree of complexity in analytical reasoning for an Assistant Director, Enterprise Applications is high. This role requires the ability to synthesize information from various sources, comprehend intricate technical concepts, anticipate future needs and challenges, and devise innovative solutions that meet both immediate and long-term objectives. The analytical thinking required encompasses a broad understanding of technology, organizational structures, academic processes, and industry trends.

##### *Example*: In this role, you need to figure out complex business process needs, juggle finite resources, collaborate with all levels of the organization, solve technical problems, and make systems work well together. Analytical skills help you spot and fix issues so that end users can conduct their day-to-day work and data moves smoothly. You also keep things secure and follow the rules. Your analytical thinking helps improve solutions as business and technology change, keeping them efficient and up to date.

**Decision Making***Description:*

In the role of an Assistant Director, Enterprise Applications, decision making plays a critical role in shaping the institution's technological landscape. Enterprise Architects are responsible for making strategic decisions regarding IT infrastructure, systems architecture, software development, and technology implementation to support the university's mission and objectives. These decisions often have far-reaching implications on the efficiency, effectiveness, and innovation within the academic and administrative spheres of the university.

*Degree of Freedom to Exercise Initiative:*

The degree of freedom to exercise initiative or act independently in making day-to-day decisions as an Assistant Director, Enterprise Applications is moderate to high. While there may be established guidelines, policies, and strategic objectives set by university leadership, Enterprise Architects typically have the autonomy to assess technical requirements, evaluate available options, and recommend and implement solutions that best align with the university's goals. They are expected to exercise sound judgment, creativity, and foresight in decision making, balancing immediate needs with long-term objectives.

##### *Example:* The Assistant Director, Enterprise Applications must be able to plan a project from start to finish, choose the right developers to execute the project (where necessary), choose the best tools to solve their client’s business process needs, design architecture, and optimize performance. They decide how data moves between systems and ensure secure data exchange. Their decisions impact the efficiency and compliance of Trent’s information architecture. This role is all about making choices that keep systems working smoothly.

##### Impact *Description:*

As an Assistant Director, Enterprise Applications, the decisions and actions taken by the job incumbent have significant implications for the department and the university as a whole. Enterprise Architects play a crucial role in shaping the technological infrastructure, systems architecture, and digital capabilities that support academic excellence, administrative efficiency, and institutional innovation. Their work directly impacts the university's ability to deliver high-quality education, conduct cutting-edge research, and achieve strategic objectives.

*Impact or Consequence:*

The impact or consequence to the department or university of typical actions or decisions taken by the job incumbent is substantial. Assistant Director, Enterprise Applications are responsible for designing and implementing IT solutions and strategies that optimize operational processes, enhance user experiences, safeguard data integrity, and facilitate collaboration across academic and administrative units. Their decisions influence the efficiency of academic programs, the effectiveness of student services, the competitiveness of research endeavors, and the overall reputation and standing of the university within the higher education community.

##### *Example:* The impact of the Assistant Director, Enterprise Applications is enormous. They ensure the cohesion and effectiveness of the development team, and make sure that the systems that they develop work seamlessly, making everyone's job easier. Their work boosts productivity, keeps data safe, generates revenue, and helps the organization comply with rules. They create a solid foundation for the organization to grow and succeed.

**Responsibility for the Work of Others**As a senior member of the team, the Assistant Director, Enterprise Applications is tasked with coordinating activities and mentoring junior staff. This includes facilitating communication, assigning tasks, and monitoring progress to ensure project success. Additionally, they provide guidance, feedback, and opportunities for professional development to junior team members, fostering a culture of learning and collaboration within the team. Their role is vital in promoting efficiency, teamwork, and the growth of individual team members. Full managerial control of:

* Developers (3)

The Assistant Director, Enterprise Applications is responsible for managing and allocating resources to the Enterprise Applications project queue, ensuring that projects undertaken are properly assigned, resourced, managed, completed, and then maintained through their lifecycle. The Assistant Director, Enterprise Applications oversees and is responsible for the work of the Analyst/Programmer, Analyst/Programmer – Web, and Integration Specialist positions.

##### Communication

*Description:*

Effective communication is essential for an Assistant Director, Enterprise Applications working within a university environment. The role involves conveying complex technical concepts, project updates, and strategic recommendations to various stakeholders both within and outside the university. Clear and concise communication facilitates collaboration, alignment of objectives, and successful implementation of IT initiatives.

*Key Internal and External Communication Partners:*

Internal:

1. IT Department and Technical Teams:
   * Purpose: Collaborate on technical architecture design, system integration, and implementation planning. Ensure alignment with IT standards, policies, and best practices.
2. Faculty and Academic Departments:
   * Purpose: Gather requirements for academic systems and technology tools, provide training and support, and foster adoption of IT solutions to enhance teaching, learning, and research.
3. Administrative Staff:
   * Purpose: Communicate changes in administrative systems and processes, provide support for system upgrades and migrations, and gather feedback to improve operational efficiency.

External:

1. Technology Vendors and Partners:
   * Purpose: Evaluate and select technology solutions, negotiate contracts, and collaborate on implementation and support services. Ensure alignment with university requirements and standards.
2. Government Agencies and Regulatory Bodies:
   * Purpose: Stay informed about regulatory requirements and compliance standards related to data security, privacy, and accessibility. Communicate with regulatory authorities as necessary to ensure adherence to guidelines.
3. Industry Professionals and Peers:
   * Purpose: Participate in professional networks, conferences, and forums to stay updated on emerging trends, best practices, and innovations in enterprise applications. Share knowledge and experiences to drive continuous improvement and innovation within the university.

Clear and effective communication with these internal and external stakeholders is essential for the Assistant Director, Enterprise Applications to gather requirements, gain support, facilitate collaboration, and ensure the successful implementation of IT initiatives that support the university's mission and objectives.

##### Motor/Sensory Skills

While the Assistant Director, Enterprise Applications role does not require extensive physical movement or hands-on manipulation of objects, it demands a high level of proficiency in sensory skills, particularly visual acuity, auditory skills, and tactile sensitivity. These skills are integral for processing complex information, making strategic decisions, and effectively communicating with diverse stakeholders. The emphasis on cognitive and managerial skills in a technology-driven environment underscores the importance of sensory skills in achieving success in this role.

*Key Motor/Sensory Skill Requirements:*

1. Visual Acuity:
   * Tasks:
     + Analyzing complex data sets and reports.
     + Reviewing and evaluating user interfaces for network systems
     + Ensuring the visual consistency and accessibility of software interfaces.
2. Auditory Skills:
   * Tasks:
     + Participating in meetings and discussions with various stakeholders.
     + Listening to user feedback and concerns related to Infrastructure Services
     + Staying informed about industry trends through webinars, podcasts, and conferences.
3. Tactile Sensitivity:
   * Tasks:
     + Engaging with touch-based interfaces and technology devices.
     + Handling physical documents and materials related to Infrastructure Services
     + Assessing the tactile aspects of user experience in software design.
4. Cognitive Processing:
   * Tasks:
     + Processing and synthesizing complex technical information.
     + Making strategic decisions based on data analysis and interpretation.
     + Evaluating the efficiency and effectiveness of infrastructure services functions.
5. Communication Skills:
   * Tasks:
     + Articulating complex technical concepts to diverse audiences.
     + Facilitating discussions and meetings with internal and external stakeholders.
     + Composing clear and concise written communications for reports, documentation, and emails.
6. Coordination and Multitasking:
   * Tasks:
     + Coordinating multiple client services projects simultaneously.
     + Managing teams and resources to ensure efficient project execution.
     + Balancing short-term tasks with long-term strategic planning.
7. Analytical Skills:
   * Tasks:
     + Conducting in-depth analysis of technology solutions and their impact.
     + Identifying trends and patterns in data for informed decision-making.
     + Troubleshooting and solving complex problems related to client service functions.

##### Effort *Description:*

Effort evaluates the physical and mental demands inherent in the Assistant Director, Enterprise Applications role. This factor encompasses the exertion required to fulfill job responsibilities effectively, including both physical tasks and mental exertion associated with strategic planning, problem-solving, and decision-making.

*Physical and Mental Demands:*

1. Sustained Concentration and Focus: The role demands sustained periods of concentration and focus to analyze complex technical issues, develop infrastructure strategies, and make critical decisions that impact the university's IT operations and services.
2. Strategic Planning and Decision Making: Engaging in strategic planning and decision-making processes requires intense mental effort to assess options, anticipate future trends, and devise innovative solutions to address evolving technological challenges and opportunities.
3. Project Management: Overseeing infrastructure projects entails managing multiple tasks and deadlines concurrently, necessitating mental agility to prioritize activities, allocate resources effectively, and ensure successful project delivery within established timelines and budgets.
4. Problem Solving: The role must demonstrate strong problem-solving skills to troubleshoot IT issues, resolve technical challenges, and mitigate risks effectively, requiring mental flexibility and adaptability to address unforeseen obstacles and emergencies.
5. Interpersonal Communication: Effective communication with internal stakeholders, external vendors, and regulatory bodies demands emotional intelligence and mental effort to build relationships, convey information clearly, and negotiate agreements while navigating diverse perspectives and priorities.
6. Adaptability to Change: The dynamic nature of technology and higher education necessitates mental resilience and adaptability to embrace change, innovate new approaches, and respond promptly to emerging trends, disruptions, and organizational shifts.
7. Team Leadership: Providing leadership to the IT team involves motivating and inspiring staff, fostering a collaborative work environment, and addressing personnel issues, requiring emotional intelligence and mental stamina to navigate interpersonal dynamics and promote professional growth and development.
8. Vendor Management: Interacting with technology vendors and partners involves evaluating products and services, negotiating contracts, and resolving conflicts, demanding mental acuity to assess vendor capabilities, anticipate potential risks, and ensure alignment with university objectives and standards.

##### Working Conditions

The working conditions factor for the Assistant Director, Enterprise Applications role considers a combination of sedentary work, high cognitive demands, ambiguity, collaboration pressures, technology implementation challenges, institutional responsibilities, work-life balance considerations, and data security stressors.

*Working Conditions:*

1. Sedentary Work Environment:
   * Nature: A predominantly sedentary role requiring prolonged periods of desk work and computer usage.
   * Frequency and Duration: Daily exposure to desk-based tasks, with occasional breaks.
2. High Cognitive Load:
   * Nature: The need for sustained mental concentration and focus on complex technical and strategic matters.
   * Frequency and Duration: Daily exposure to intricate problem-solving, decision-making, and strategic planning.
3. Ambiguity and Uncertainty:
   * Nature: Inherent uncertainty in technology projects, with unforeseen challenges and evolving academic needs.
   * Frequency and Duration: Regular exposure to ambiguity, necessitating adaptability and flexibility.
4. Meeting and Collaboration Demands:
   * Nature: Engaging in frequent meetings, discussions, and collaborations with various stakeholders.
   * Frequency and Duration: Regular exposure to team interactions, requiring effective communication and collaboration skills.
5. Technology Implementation Pressures:
   * Nature: Pressure associated with the successful implementation of enterprise applications within specified timelines.
   * Frequency and Duration: Occasional exposure to critical project phases, demanding focused efforts.
6. Responsibility for Institutional Impact:
   * Nature: Decision-making with broad institutional implications, adding a high level of responsibility.
   * Frequency and Duration: Ongoing exposure to decisions that directly impact the university's operations and academic functions.
7. Work-Life Balance Challenges:
   * Nature: The potential for extended working hours and occasional challenges in maintaining work-life balance.
   * Frequency and Duration: Occasional exposure during critical project phases or issue resolution.
8. Data Security and Compliance Stressors:
   * Nature: The responsibility for data security and compliance introduces stressors related to safeguarding sensitive information.
   * Frequency and Duration: Regular exposure to addressing and mitigating potential security risks to protect the university's data.