



## Job Description

**Job Title: Exec District Dir–Enterprise Applications & Data Center Support Services**  
**JTC: AQS**

**Salary Range: E08**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for leading all facets of an organization that includes formulation, administration and oversight of plans, policies, budget and regulations based on knowledge of District policies and procedures. Responsible for the management of staff and projects, and generates business plans to accomplish the goals, mission, and vision of the District and organization.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for the administrative management, strategic planning and execution of the operations of the organization with the ability to sustain the operational financial plan. Develop, review, analyze and implement operational procedures required to effectively manage the day-to-day operations and comply with District policies.

Adheres to high ethical standards with the ability to bring about strategic change, both within and outside the organization to meet organizational targets. The proficiency to lead people to achieve the organizational vision, mission, and goals and to provide an inclusive, diverse workplace that fosters the development of others, teamwork and supports constructive resolution of conflicts.

Establish cooperative working relationships with leaders, staff, internal and external stakeholders while maintaining transparency and accountability. Demonstrated ability to plan and manage organizational growth and balance multiple simultaneous projects. Must possess the ability to make independent decisions when circumstances are warranted.

Excellent detail orientation with time-management skills, including the ability to develop a comprehensive project plan and manage numerous tasks and deadlines. Capable of making decisions that produce high-quality results by applying technical knowledge, analyzing problems and calculating risks.

Excellence in organizational management, with the ability to coach staff, manage and develop high-performance teams, manage a budget and obtain operational targets using outcome measures.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Master's degree in related field plus five (5) years of related work experience including two (2) years of supervisory experience. Official transcripts are required. Must have valid driver's license to travel off site. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for aligning application services, data center support and database administration with strategic goals of the organization and district. Establishes guidelines for and oversees the requirements, specification, design, development, implementation and support of new applications, changes to existing data center configurations, computer systems and software packages. Adopts and follows change management procedures related to the implementation of application changes. Ensures that practices and processes comply with all district policies and regulatory guidelines.

Develops and manages process improvements which guide the development, sustainability and the support of activities. Responsible for ensuring the installation and maintenance of service applications, the high availability of the data center including continued maintenance and support, and the creation and maintenance of organizational databases. Provides leadership to ensure that the security, reliability and capacity of the district network service applications including advance system administration activities are performed, timely and efficiently. Oversees preventative maintenance, management of user access to designated systems/applications including adding, removing and/or updating user account information

Collaborates and builds working relationships with diverse stakeholders and constituents internal/external to the DCCCD community network to deploy, implement and maintain the operation of various enterprise applications and systems. Manages and leads multiple interrelated projects concurrently as well as supervises daily applications' operations.

Functions as one of the primary contributors to high-level strategy, design and execution of decisions within the organization. Effectively leads staff including career development, mentoring, and coaching. Full end-to-end accountability for on-time, within-budget delivery of product and technology roadmaps including design, development and delivery across all software applications. Updates and archives all standards and operating procedures in accordance with best practices.

Researches, selects and implements suitable technology to streamline all internal operations and help optimize strategic benefits. Defines metrics based on overall business objectives. Designs and customizes technological systems and platforms to improve customer experience and service. Utilizes excellent listening, oral and written communications skills to communicate with a diverse array of stakeholders and constituents within the DCCCD community network. Provides excellent customer service.



Responsible for supervising approximately 16 employees (directly/indirectly). Manages a budget of approximately \$2.2M.

Performs other duties as assigned.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*