

**NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

Job Title:	Assistant Director, Enterprise Applications Services	Range: 26 CL	Management Schedule
Date Revised:		Date Approved:	January 27, 2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator, the Assistant Director, Enterprise Applications Services oversees the planning, implementation, and management of the District's enterprise information systems, applications, business systems, and related technology support solutions. The Assistant Director provides leadership and technical oversight to ensure efficient, secure, and reliable operations of District-wide application services. The Assistant Director oversees software integrations and leads a professional team supporting academic and administrative technology needs. The Assistant Director serves as a liaison to functional departments, vendors, and external partners to align technology solutions with institutional priorities. The Assistant Director Enterprise Applications Services, emphasizes service quality, collaboration, innovation, and continuous improvement across a complex, multi-campus environment.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Plans, organizes, and manages the day-to-day operations of District IT applications, including scheduling, programming, testing, and documentation.
2.	Oversees configuration, maintenance, and upgrade of enterprise applications, Information Systems, Learning Management Systems (LMS), Human Resources (HR), and finance systems.
3.	Ensures effective integration, performance, and data consistency across all District systems.
4.	Leads feasibility studies and system analysis to improve business processes and ensure optimal use of technology.
5.	Evaluates user requirements, identifies technology solutions, and makes recommendations for system enhancements or new implementations.
6.	Coordinates design and implementation of new applications, system upgrades, and data integrations to improve institutional efficiency.
7.	Provides technical guidance, training, and mentoring to the applications support team.
8.	Ensures development and maintenance of documentation and operational procedures.
9.	Establishes and enforces best practices for software configuration, testing, version control and change management.
10.	Oversees and coordinates projects related to enterprise systems and application deployments.
11.	Collaborates with vendors, consultants, and third-party providers to evaluate solutions, manage contracts, and resolve issues.
12.	Monitor vendor performance to ensure compliance with service-level agreements (SLAs).
13.	Supervises, trains, evaluates, and provides work direction to assigned staff.
14.	Identifies and provides technical and professional development opportunities, as needed.
15.	Establishes clear goals, performance standards, and accountability measures for team members.

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16.	Promotes cross-functional collaboration and a culture of continuous improvement.
17.	Assists and participates in the annual budget planning process related to the area of assignment.
18.	Prepares, tracks, and monitors assigned budgets; authorizes expenditures and ensures Fiscal accountability.
19.	Analyzes operational costs and identifies opportunities for savings and process Efficiencies.
20.	Serves as a primary liaison between IT and District department to facilitate effective communication, project coordination, and issue resolution.
21.	Attends and participates in committees, governance groups, and planning activities related to technology implementation and policy development.
22.	Provides reports and presentations to District leadership, faculty, and staff on system performance and initiatives.
23.	Ensures systems and processes comply with District, state, and federal regulations, including data privacy and accessibility standards.
24.	Implements procedures to protect data integrity, security, and confidentiality.
25.	Coordinates with internal auditors, HR, and business services to ensure compliance with institutional policies.
26.	Monitors emerging technologies, tools, and best practices in enterprise applications management.
27.	Recommends strategies for adopting new technologies that enhance service delivery and user experience.
28.	Leads initiatives for digital transformation, automation, and process modernization.
29.	Learns and applies emerging technologies and software applications as needed to perform duties efficiently, effectively, and in a timely manner.
30.	Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.
31.	Attends, participates in, and chairs a variety of District, campus, administrative, or department committees and/or meetings, as required.
32.	Demonstrate sensitivity to and understanding of the disabilities and diverse academic, socioeconomic, cultural, and ethnic backgrounds of students.
33.	Provide leadership in District/College efforts to increase the diversity of faculty and staff, to address student achievement gaps, and in the creation of a welcoming and inclusive work and educational environment.
34.	Assist and promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership abilities. The ideal candidate should have experience in this area with African Americans, Latinx, Native Americans, Pacific Islanders and other disproportionately impacted students and employees.
35.	Performs other duties that support the overall objective of the position.

OTHER FUNCTIONS

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WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Bachelor's Degree in Information Technology, Computer Science, or related discipline

Five (5) years of progressively responsible experience in enterprise applications support, systems analysis, or business process management; WITH Two (2) years of supervisory experience

Or, any combination of education and experience which would provide the required equivalent qualifications of the position

AND

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Master's Degree in Information Systems, Technology, Computer Science, or related discipline.

Experience with Ellucian Banner, Workday, PeopleSoft, or similar ERP platforms.

Experience in a higher education or public sector environment.

Prior experience in approaching work and interactions with colleagues and students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of a shared governance model

Knowledge and understanding of District, college, division, department, and/or program organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment

Knowledge of and familiarity with the California Education Code and other applicable laws and regulations related to the area of assignment

Knowledge of academic computing, instructional technology, and multimedia systems in higher education

Knowledge of enterprise systems administration, software lifecycle management, and IT service management (ITSM) principles

Knowledge of performance measurements and process improvement methodologies

Knowledge of ERP systems

Knowledge of web page design and e-commerce technologies

Knowledge of software lifecycle and related activities

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Knowledge of systems and software development processes
Knowledge of server and network management technologies
Knowledge of computer hardware, software, networks, and applications
Knowledge of database concepts, system integration, and application security
Knowledge of cloud-based platforms such as Microsoft 365, Azure, and AWS
Knowledge of IT governance, compliance, and regulatory requirements
Knowledge of cloud productivity tools and cloud infrastructure
Knowledge of budget and resource allocation management
Knowledge of District organization, operations, policies, and objectives
Knowledge of principles and practices of supervision and training
Knowledge of research methods and techniques
Knowledge and understanding of student services operations, including student advising, retention strategies, and support services
Knowledge of federal and state regulations related to student services, such as FERPA
Knowledge of student information systems, management information systems, databases, and data management practices
Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services
Knowledge of community college structures, processes, and student demographics
Knowledge of IT infrastructure, systems integration, and enterprise-level service delivery
Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications
Knowledge of Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP); computer hardware and peripheral equipment related to the area of assignment
Ability to lead and oversee projects related to assignment
Ability to supervise and train staff
Ability to Collaborate with and engage technical and non-technical stakeholders
Ability to think critically, analyze and solve problems
Ability to organize, prioritize and manage multiple tasks efficiently
Ability to draft clear and concise reports, correspondence, and presentations with excellent written and verbal communication skills
Ability to collect, analyze, and report data, particularly in relation to program outcomes and student participation
Ability to independently perform the essential responsibilities of the position
Ability to work independently and collaboratively within a team environment
Ability to interact positively and professionally with a diverse student population, faculty, and staff
Ability to adapt to changing technologies and environments
Ability to manage cross-functional teams and foster collaborative work environments
Ability to lead projects to research, install, test, and maintain vendor and staff-developed tools and/or systems
Ability to manage systems and personnel to provide production-quality technical services and support
Ability to exhibit a customer service attitude
Ability to analyze situations accurately and adopt an effective course of action
Ability to collaborate with internal and external stakeholders and colleagues
Ability to accurately document workflow
Ability to compile, organize, and present statistical and technical data
Ability to develop appropriate software and systems applications documentation
Ability to interpret software documentation and technical manuals
Ability to lead multidisciplinary teams, prioritize initiatives, and manage multiple complex projects
Ability to write and update technical documentation
Ability to comprehend and execute both written and verbal instructions

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SPECIAL REQUIREMENTS

Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.

Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

WORKING CONDITIONS

Work is performed primarily indoors where safety considerations exist. The incumbent may be subject to electrical hazards, constant interruptions, and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.
