NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Cypress College Fullerton College NOCE NORTH ORANGE CONTINUING EDUCATION

Job Description

Job Title:	Assistant Director, Enterprise Applications Services	Salary Range:	26
Date Revised:	4/2/2026	Date Approved:	6/23/2026
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.

DISTINGUISHING CHARACTERISTICS

The Assistant Director, Enterprise Applications Services, is distinguished from other IT management classifications by its specialized focus on enterprise-level applications, integrated systems, and operational support across multiple campuses.

The Assistant Director, Enterprise Applications Services provides both managerial and technical leadership to ensure District information systems, including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), student information, and related business applications/systems, operate effectively, securely, and in alignment with institutional objectives. The Assistant Director provides guidance in system analysis, application lifecycle management, and business process improvement while promoting and fostering a culture of customer service, accountability, and

ESSENTIAL FUNCTIONS

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

Enterprise Applications Management

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.

Systems Analysis and Process Optimization

4. Leads feasibility studies and system analyses 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.

Technical Leadership and Quality Assurance

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.

Project and Vendor 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).

Supervision, Training, and Professional Development

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.
16. Promotes cross-functional collaboration and a culture of continuous improvement.

Budget and Resource Management

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.

Communication and Collaboration

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.

Compliance and Risk Management

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.

Technology and Process Improvement

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.

Diversity, Equity, and Inclusion

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.

General

31. Attends, participates in, and chairs a variety of District, campus, administrative, or department committees and/or meetings, as required.
32. Performs other duties that support the overall objective of the position.

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.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in Information Technology, Computer Science, or related discipline; **AND**
- 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, Computer Science, or related discipline.
- Experience with Ellucian Banner, Workday, PeopleSoft, or similar ERP platforms.
- Experience in a higher education or public sector environment.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- 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.
- 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, polices, 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.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- IT infrastructure, systems integration, and enterprise-level service delivery.
- Project management.
- Staff supervision and training.
- Collaboration skills to engage technical and non-technical stakeholders.
- Strong problem-solving, analytical, and critical thinking skills.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- 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.
- Ability to prepare clear, concise, and comprehensive specifications, reports, studies, documentation, and other written materials.
- Ability to communicate efficiently, including technical information to non-technical stakeholders.
- Ability to maintain confidentiality and ethical standards in data management.
- Ability to remain current with developments in legal requirements and regulations related to the area of the assignment.
- Ability to prepare clear, concise, and comprehensive reports, documentation, and other written materials.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a 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.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- 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.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of

computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).
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.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

Mental Demands:
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The incumbent works under typical office conditions, and the noise level is usually quiet.

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.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our

students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.