**Mott Community College**  
**Job Description**

**Title:** Director - Enterprise Architecture  
**Department:** Information Technology Services  
**Reports To:** Chief Technology Officer  
**Date Prepared/Revised:** May 2009/Revised July 2011

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**Purpose, Scope & Dimension of Job:**  
The role of the Director of Enterprise Architecture is to provide leadership and oversight as the lead architect for enterprise services within the College, which includes overseeing the enterprise resource planning (ERP) system, data warehouse and all associated systems. The ERP system in place as of this writing is Datatel, which is the core business system for the entire college operation. The focus of the position is to facilitate the creation, endorsement and utilization of the ITS architecture that guides the college through acquiring, building, modifying and interfacing ITS resources throughout the organization. The Director supports the Chief Technology Officer by building a holistic view of the College’s strategy, processes, information and ITS assets that support the operational, teaching and learning goals and mission of the College. This position also acts as a liaison to the Network Services area of the department to align the system design to the College’s network resources. The Director also works with related outside groups, organizations and the community to foster collegiality and strategic partnerships as needed.

**Supervisory Responsibility:**  
Supervises one (1) Systems Initiatives manager, four (4) Applications Systems Analysts and several contracted staff, including a Data Warehouse Analyst, Cognos Programmers and an Oracle DBA.

**Essential Duties/Major Accountabilities:**  
1. Provide leadership and oversight to facilitate the creation, endorsement, and utilization of an ITS architecture that applies professional expertise, exemplifies broad technical, analytical, and communication skills, and reflects extensive knowledge about industry best practices to develop and administer an ITS infrastructure that effectively meets overall College business and learning needs.
2. Function as Project Manager by planning, executing, and finalizing projects according to deadlines and within budget. This includes identifying necessary resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. The Project Manager will also define the project’s objectives and oversee quality control throughout its life cycle.
3. Provide leadership and oversight in partnering with senior management to ensure that the architecture defines and demonstrates the interoperability, scalability, and portability of applications and their sub-components to achieve optimum proficiency in all aspects of the enterprise systems and services infrastructure including: storage; servers; applications; databases; end-user experience; and the interaction/interconnectivity of each component.
4. Provides leadership to develop and oversee production activities of architecture documentation including: business objectives; foundation principles; schematics; guidelines; standards; interoperability and compliance.

5. Provide professional expertise to assist with/coordinate troubleshooting activities of ITS systems and related service problems to ensure overall needs of College systems are met effectively and efficiently.

6. Develop and facilitate implementation of architectural policies/procedures for use in conducting enterprise system operations, and analyze their overall effectiveness to ensure best practices are incorporated to successfully meet the strategic goals of the College.

7. Work responsively and cooperatively with all College faculty and staff to assist in applying enterprise resources and related technologies to all areas of the College.

8. Develop and oversee an annual budget for Enterprise Services area that provides for the attainment of agreed upon strategic goals and objectives in a fiscally responsible manner. Prepares long-term impact, feasibility and cost/benefit analysis for new projects.

9. Apply professional expertise and skills to review/evaluate vendor proposals submitted for the purchase of hardware, software, and technical services to determine adherence to architectural guidelines and specifications.

10. Plan, develop, and administer complex proof-of-concept and/or special projects related to enterprise architecture operations.

11. Collaborate with ITS management to develop short- and long-range plans for ITS resources (e.g., hardware equipment, software, communications protocols, application development methodologies, database systems, modeling tools, data structures, user interfaces, information access, and information display).

12. Develop recommendations for administrative review/consideration that present effective planning strategies to improve overall enterprise systems activities, and provide guidance and consultation services as needed to assist in the implementation of those strategies.

13. Pursue professional development opportunities to advance knowledge and expertise in the area of enterprise architecture that can be incorporated into leadership and oversight responsibilities. Remain current in market trends/practices (e.g., methodology, tools, technical specifications, and other developments) to effectively analyze and determine whether the ITS enterprise systems align with established standards.

14. Establish and maintain effective working relationships with internal/external constituencies to promote the success of established short- and long-term objectives and goals.

15. Serve on College and departmental committees related to enterprise architecture and/or related ITS objectives.

16. Perform other duties as directed by the Chief Technology Officer related to ITS goals and the mission of the college.

**General Supervision and Management**

1. Create a climate in which direct reports can be productive, grow professionally and meet the needs of the College. Identify and recommend appropriate professional development to advance knowledge and expertise in the area staff as needed.
2. Select, develop, motivate, counsel, coach, evaluate and discipline direct reports.
3. Monitor departmental activities, efficiency, productivity and customer satisfaction using continuous quality improvement models.
4. Ensure that the College is in compliance with regulatory, legal, administrative, collectively bargained, contractual, procedural and security standards applicable to assigned operations.

**Other**

1. Support and contribute to College-wide management initiatives; contribute to their success.
2. Serve as an advocate for and representative of management’s interests and position. Represent, explain, and advocate management’s position when interacting with others.
3. Create, document and communicate user-friendly, efficient policies, procedures and information.
4. Prepare reports and studies; maintain data, files, etc. needed to document and report activities; and create and maintain organized libraries of information, reference materials, policies and procedures for the College.
5. Identify the need for changes in policies, procedures and processes and take initiative to implement within assigned area of responsibility or make recommendation for change to responsible party.
6. Serve as an advocate for and representative of the College by participating in external groups at a local, state and national level.
7. Maintain positive and productive relationships with external groups who may interface with the College.
8. Provide advice to all College system users in the areas of technology use and trends.

**Accountability Standards for All ITS Staff:**

As part of the Information Technology Services team, each ITS staff member is responsible for contributing to achievement of the ITS mission, vision and goals; conducting oneself in accordance with the department’s Key Performance Expectations; participating in team activities and assignments; and assisting any member of the ITS team when the need arises or is observed, including in the absence of another.

1. Ensure that assigned projects and activities adhere to accepted professional standards.
2. Coordinate work efforts with other appropriate groups, staff, vendors, supervisors, and managers.
3. Conduct basic research, assemble data and information, prepare reports, and complete surveys.
4. Perform or assist in the performance of any task required of any member of the ITS department when necessary due to workload, absences, deadlines, etc. Assist other members of the ITS offices when needed or observed.
5. Ensure that the College is in compliance with the legal, regulatory, contractual, collectively bargained, and procedural requirements related to assigned operations.
6. Create, document and communicate user-friendly, efficient policies and procedures for assigned areas of responsibility.
7. Give presentations to employees and supervisors.
8. Prepare reports and studies; maintain data, files, etc. needed to document and defend the actions of the College related to assigned areas of responsibility; create and maintain organized libraries of
information, reference materials, policies and procedures for ITS operations to minimize the transition time required of a new or replacement employee.

9. Generate support for the ITS department by providing high quality customer service. Communicate and provide accurate and timely information and service to the various customers served by and groups who interact with the ITS department to meet customer needs and create a positive impression of the College’s ITS department. Promptly resolve questions and problems related to assigned areas raised by either employees or customers.

10. Identify the need for changes in policies and procedures and take initiative to implement within assigned area of responsibility or make recommendation for change to responsible party.

11. Serve as an advocate for and representative of the College’s interests and position. Represent, explain, and advocate the College’s position when interacting with others.

**Minimum Required Knowledge, Skills, and Abilities:**

1. Five years of advanced technical experience in project management, systems analysis or database administration encompassing:
   - Five years of recent professional experience and skills in IT architecture
   - Demonstrated experience serving as project manager on initiatives that span beyond IT staff
   - Demonstrated broad experience with administrative IT systems and services
   - Extensive experience in at least one area of administrative IT systems and services (e.g., ERP systems, business process analysis, application development, database management, application integration, hardware management, network management, and other related areas).

2. Highly developed verbal and written communications skills that demonstrate the ability to communicate complex, technical information regarding enterprise systems and related policies and procedures to a broad range of technical and non-technical staff.

3. Excellent interpersonal skills to develop and maintain effective working relationships with internal and external constituencies.

4. Strong analytical skills.

5. Strong initiative and the ability to work successfully in an environment with minimal direction.

6. Excellent administrative skills that reflect good judgment and discretion.

7. Demonstrated project planning, management and completion; time management; and priority setting skills.

8. Demonstrated history of on-time delivery of projects; project coordination; and anticipation of issues.

9. Demonstrated work history of providing high quality, strong customer-oriented services including:
   a. problem solving orientation
   b. strong listening skills
   c. expertise in advising and consulting
   d. history of coordinated work effort with extensive follow-through and follow-up
   e. experience identifying customer needs
   f. conflict resolution

10. Ability and interest to function effectively as a team player.
Additional Preferred Qualifications:
1. Possess an Associate’s, Bachelor’s or Master’s degree in computer science, information systems or related field highly desirable.
2. Ten years experience in computing and information technology.
3. One year of experience in a supervisory role.
4. Professional work experience as an Oracle database administrator.
5. Familiarity with and experience in a higher education organizational structure and computing architecture.
6. Experience with Datatel Colleague and Oracle Database, Security and Developer Tools (e.g., end-user functionality, integration techniques, database structure, and/or deployment options).
7. High level of knowledge regarding industry best practices established for enterprise systems and their applicability to a higher education environment.

Physical Requirements:
With or without accommodation, the employee in this position needs to move about and position him/herself to access files and operate office machinery. The employee must be able to work at a desk for long periods of time and operate a computer workstation and telephone. Due to the managerial/customer service aspect of this position, it is necessary to communicate both in person and over the telephone with a variety of people each day. It is also essential to occasionally transport up to forty (40) pounds. The employee must, with or without accommodation, have the ability to detect that the College’s information systems are operating efficiently. This position works in a normal office environment but is occasionally exposed to moving parts and loud noise from technology devices and systems.

The minimum reasoning skills necessary for this position include the ability to solve practical problems and deal with a variety of concrete variables in situations where standardization does not exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

The minimum language skills necessary for this position include the ability to read and interpret documents such as technical procedure manuals.

Hours/Schedule:
Must be able to work weekends and evenings or flex working hours as required. Occasional travel is required for workshops, seminars, training, presentations, consulting and/or advising, and visiting branch campuses and extensions sites.
Signatures

Chief Technology Officer

Vice President for Academic Affairs

Employee Signature

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

This section to be completed by a Human Resources representative

Employee Group & Grade: S&M / Grade 7
Affirmative Action Group: 14 (Business Services Managers & Supervisors)
Job Description Status: Official When Signed Above

Reviewed by Human Resources: _____________________________
   Initials              Date