

**JOB DESCRIPTION**  
**Enterprise Support Manager**  
**Code Number: 10001**

**GENERAL PURPOSE**

Reporting to the Senior Director of IS, manages the Enterprise Support division of the Information Systems department to provide sophisticated and effective technology support for the achievement of District mission and objectives; provides expert professional assistance and internal consulting to departments on information systems, network and computer processing technology and their application in meeting business and operating needs; participates in the development of District-wide plans for the long-term development of information technology; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

An incumbent in this class manages the activities of the Enterprise Support division to meet District operating and business requirements in areas of assigned responsibility. The incumbent is responsible for developing information system standards and policies and for designing and implementing computer, network and applications technologies that provide cost effective solutions and support achievement of current and long-term goals and objectives within general policy guidelines.

A Enterprise Support Manager is distinguished from a Business Solutions Manager and Quality Assurance Manager by the incumbent's specialization in the day-to-day management of enterprise applications, systems, and networks. The class is further distinguished from a Client Support Supervisor by the incumbent's responsibility for managing and directing a division responsible for a wide range of systems support, maintenance, and enhancement activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

Plans, organizes, controls, integrates and evaluates the work of the Enterprise Support division; with subordinate team leaders and staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the District's and

department's mission and assigned priorities; participates in the development of and monitors performance against the annual department budget; manages and directs the development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of team leaders and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules, policies and labor contract provisions.

Provides leadership and works with team leaders and staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and District's mission, strategic plan, objectives and values.

Manages the delivery of networking and communications hardware and software support, including the installation and maintenance of networks to outside entities; develops and recommends applications and uses of advanced computing technologies that support District needs; reviews and approves general approaches to the solution of problems and reviews program results.

Confers with District managers and employees regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; participates in developing and recommending short- and long-term plans for hardware and software upgrades; works with District managers to prioritize network, computer, and mobile device equipment upgrades and expansions.

Directs, plans and coordinates the installation, implementation and conversion to new network programs and hardware; consults with manufacturers' representatives to define equipment needs; performs analyses and presents proposals for major purchases of hardware and software.

Coordinates information systems activities with other departments to optimize use of existing hardware and software and to design and evaluate new systems solutions.

Oversees administration of the District's networks; supporting the needs of the District and ensuring equitable access to all technology resources.

Works closely with the Client Support Supervisor to coordinate end-user support activities, help desk services, and training; ensures all activities are communicated,

executed, and coordinated with Enterprise Support group activities.

Works closely with the Business Solutions and Client Support groups to transition newly developed solutions to production, providing final authority to promote new applications to production; works closely with Quality Assurance to track and manage technology assets and coordinate activities involving change control.

Works collaboratively with all Information Systems divisions to provide input and guidance on technology and implementation plans.

Provides strategic leadership for technology selection and investment.

Participates in preparing detailed bid specifications for the purchase of services and software; reviews, negotiates, approves, and manages the Enterprise Support division's contractual obligations.

Keeps abreast of advancements in information system and computing technologies and their capabilities; provides technical information, guidance and support to other departments as needed.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

May act for the Senior Director of Information Systems in the Director's absence.

Manages work teams during scheduled and unscheduled after-hours activities. Performs related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Principles, practices and techniques of information systems management, including applications design, hardware and software options for business, engineering and operations applications and the cost-benefit of systems alternatives; operating principles, methods, practices and limitations of various computing, storage, and network platforms; database design and administration; principles and practices of systems administration; methods and techniques of project management; knowledge of contract management; systems analysis methods and techniques; principles and practices of public administration, including budgeting and purchasing; District functions and associated information management needs; District personnel rules, policies and labor contract provisions; principles and practices of effective

management and supervision; office and records management practices and procedures; principles and practices of sound business communication.

**Ability to:**

Plan, organize, integrate and manage systems installation, configuration and administration activities; establish and maintain project and production schedules; identify information management issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations; assess user department needs, set priorities and allocate resources to most effectively meet needs in a timely manner; develop and implement appropriate procedures and controls; prepare clear, concise and accurate reports and other materials; communicate effectively orally and in writing; exercise sound independent judgment within general guidelines; establish and maintain effective working relationships with all levels of District management, staff, and the public; understand, interpret, explain and apply District, local, state, and federal laws and regulations applicable to areas of responsibility; exercise sound independent judgments within general policy guidelines; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a bachelor's degree in computer science, management information systems or a closely related field; and seven years of progressively responsible experience in the design, installation, and management of information systems, at least three of which were at a project management or supervisory level; or an equivalent combination of training and experience. A Master's degree in one of the above mentioned fields is desired but not required.

**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 class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands or arms. The employee frequently

is required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret complex data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with District managers, employees, vendors and other encountered in the course of work.

### **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 employee works under typical office conditions, and the noise level is usually quiet.

**FLSA DETERMINATION:** Meets executive exemption from overtime.