

JOB DESCRIPTION

Job Title: Enterprise Systems Manager
Department: Information Technology
Reports to: Chief Information Officer

JOB SUMMARY

Reporting to the Chief Information Officer (CIO), the Enterprise System Manager's primary role is to provide management and support for the university's ERP and CRM systems in support of students, prospective students, faculty, and staff. This position works closely with administration, faculty, departmental chairs/directors, and staff members to discuss issues, coordinate activities, resolve problems, and manage implementation projects that involve the ERP and CRM system.

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Essential Functions

- Evaluate, recommend, and implement administrative software standards; upgrade procedures and maintenance activities to achieve the highest possible reliability and accessibility of enterprise applications.
- Define the scope of enterprise application projects, coordinate project schedules, and monitor progress to ensure that projects meet requirements and established milestones; maintain enterprise application including software updates, reporting tools, and database management.
- Planning and implementation of enterprise application projects for Registrar, Financial Aid, Development, Admissions, the Business Office and other departments to meet project requirements, priorities, and deadlines.
- Perform business process analysis to ensure technical and application components meet business requirements.
- Manage DBA duties (e.g. creating custom fields, tables, and upload of data to the application-based database system).
- Track and monitor through Zendesk system to ensure PAU constituent issues are resolved in a timely and satisfactory manner.
- Interface with vendors and clients of all PAU's enterprise applications.
- Assist the CIO with project budgeting, cost benefit analysis, and return on investment for all campuswide enterprise information systems projects, modifications or enhancements.
- Other duties as assigned

Qualifications

- Minimum Bachelor's Degree in Information Systems. Master's degree preferred (or equivalent combination of academic background and experience.)
- Eight or more years of experience in managing and implementing application systems; a minimum of four years of higher education experience preferred
- Experience managing ERP systems (Jenzabar preferred)
- Experience managing CRM system (Salesforce preferred)
- DBA and SQL experience (Microsoft SQL Server preferred)
- Excellent written and verbal communications skills

- Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.
- Ability to communicate with end-users, staff, executive, and external audiences.
- Demonstrated project management expertise.
- Strong planning and managerial skills.

To apply, please send cover letter and resume to fyng@paloalto.edu.

Palo Alto University is an EEO/AA employer.