Manager, ERP Services
Austin Community College

Job Title	Manager, ERP Services
Department	Information Technology
Institution	Austin Community College
	Austin, Texas
Date Posted	May 29, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Information Technology
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Job Description	

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Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

If you are a current Austin Community College employee, please click this link to apply through your Workday account.

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:
Manager, ERP Services

Job Description Summary:
To manage the installation, implementation, and maintenance of vendor-delivered software products and upgrades to Austin Community College (ACC) Colleague integrated system; to keep ACC current with new technologies and web deployment; manage day-to-day operations of the college's integrated systems and provides primary backup support to the director.

Job Description:

General Statement of Job

Under the supervision of the ERP Services Director, the Manager of ERP Services oversees the overall administration, maintenance, and security of Workday and Colleague ERP systems and associated integrations and applications that support ACC's vision. The Manager will work within an IT as a Business (ITaaB) model wherein the establishment and maintenance of core ERP business processes, service/operating-level agreements and success metrics will be a primary responsibility.

The Manager will be responsible for the overall availability of ACC's primary HCM/Finance/Payroll system (Workday) and SIS (Colleague), in conjunction with our solutions delivery teams and users external to IT, as directed and specified by the ERP Services Director. The ERP Services Manager will also be responsible for working with other teams to provide technical guidance and advanced support for large initiatives

The Manager will need to be business-oriented and results-focused, helping the college to enhance its operations through the implementation of a variety of solutions that leverage two different ERPs.

Description of Duties and Tasks

1) Manages day-to-day operations for ACC's Colleague administrative integrated system.
2) Develops project plans, goals, and objectives that are focused on providing processing of all Support Services processes, including meeting deadlines, schedules, and target dates.
3) Administers ACC's Administrative Database.
4) Manages the implementation, maintenance, and evaluation of the vendor-delivered software product ACC Online Services for students, faculty, and employees.
5) Oversees the management of Web e-commerce and e-commerce for all Cashier Offices.
6) Plans, installs, and tests new software releases, software fixes, and enhancements.
7) Researches new software products and tools to determine feasibility with regard to current structure and requirements of ACC.
8) Tests, implements, and monitors new procedures, applications, and tools to improve processes and services.
9) Creates policies and standards for Support Services and quality control; creates and implements backup procedures and off-site storage arrangements in accordance with State Records Retention Guidelines.
10) Collaborates in discussions with users, programming, systems, and networking staff regarding new work, budget recommendations, production problems identification, and resolution.

Leadership Knowledge/ Skills

- Strong knowledge of the principles of IT Service Management preferably using the Information Technology Infrastructure Library (ITIL) framework.
- Highly skilled at determining appropriate service levels and building procedures and workflows for efficient service management.
- Strong project management skills and experience with project management methodologies.
- Excellent communication and interpersonal skills, with the ability to work effectively with stakeholders at all levels of the organization.

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- Excellent coaching and mentoring skills.
- Experience managing and developing staff.
- Ability to precisely follow and execute strategy and vision.
- Establishing and maintaining effective working relationships
- Maintaining an established work schedule.

Technical Knowledge/ Skills

- Knowledge and experience with Workday HCM and Finance administration.
- Preferred knowledge of Workday usage with external SIS implementations and/or Workday Student.
- Experience with managing Workday integrations and data loads using EIBs.
- Knowledge of Workday reporting solutions, including those that leverage external reporting platforms using Workday data.
- Knowledge of Workday security principles and access management best practices.
- Familiarity with Workday maintenance activities, support of bi-annual releases, and engagement within the Workday ecosystem (i.e., Workday Community).
- Knowledge of Workday support processes, roles within Workday corporate account management (NSC, Learning, etc.).
- Experience leading and managing cross-functional teams to implement and support enterprise systems.
- Ability to plan and execute tasks in a structured manner.
- Excellent analytical and quantitative skills or experience.
- Maintaining confidentiality of work-related information and materials.

Required Work Experience

- Three years related work experience including one year supervisory experience.
- Completion of the ACC Supervisor Certificate Series Program will satisfy the supervisory experience required for this position.

Preferred Work Experience

- 5+ years experience managing SIS and traditional ERP systems.
- 3+ years experience managing postmodern ERP systems, including Workday.
- Experience supervising at least one ERP migration is preferred but not required.

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Required Education

- Bachelor's degree.

Preferred Education

- Bachelor's degree in Information Technology or related field
- ITIL Foundation Certification or higher

Special Requirements

- Must have a valid driver's license

Physical Requirements

- Work is primarily performed in a standard office or remote/hybrid environment.

Salary Range

$95,539 - $119,423

Number of Openings:1

Job Posting Close Date:
June 30, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

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Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Service-Center/Manager--ERP-Services_R-3823-1

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Information Technology
Austin Community College

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