



Class No.:	Administration
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DIRECTOR, ENTERPRISE SYSTEMS

NATURE AND SCOPE OF WORK

Reporting to the Associate Vice President (AVP) Digital Technology Services (DTS) and a part of the DTS's leadership team, the Director, Enterprise Systems delivers ongoing leadership and management of the University's enterprise ecosystem and software architecture in a way that prioritizes the experience of students, faculty, and administrative employees. This role will have the opportunity to influence and drive lasting efforts in the University's academic & student services systems capabilities, with significant student and employee impact through the transformation of university-wide systems. In close alignment with university wide strategy, critical components of this position include the management of the ERP platform; web services; system integrations; academic and student digital solutions; and developing an expertise of the 5 faculty areas. The role requires a strong focus on building and maintaining relationships across the university and externally with vendors and sector colleagues.

KEY RESPONSIBILITIES

- Lead a team to design, deliver, and maintain the enterprise digital ecosystem and software architecture with a focus on ensuring effective use of enterprise digital solutions, enhancing the user experience, improving decision making capabilities and streamlining processes to ease administrative burdens.
- Build a high-performing team by developing employee strengths, coaching staff in the development of critical competencies and by modeling valued leadership behaviours.
- Create a collaboration culture between DTS, operational and academic teams with a view to reducing technical debt, improve the ways in which work is completed, and support operational efficiencies.
- Provide directions for implementing, managing, and maintaining business and software architecture.
- Support faculty in delivering learning experiences using various digital modalities.
- Engage in continuous improvement of business, academic and student information systems.
- Support a culture of data-informed decision making across the university by collaborating with respective departments/ areas in enabling the development of standards and improving the access to data through the implementation and maintenance of an integration engine that transforms data between systems while maintaining a source of truth.
- Guide the interoperability standards and processes for integration with a view to reducing the number of disparate systems in use across the university, reducing manual work and reducing data duplication.
- Guide the future direction and operational efficiencies for university websites.

- Develop portfolio frameworks for business and academic and student systems in alignment with department goals ensuring that efficient processes support the system development lifecycle (SDLC) used to implement changes.
- Engage with other DTS service areas to ensure alignment in processes.
- Contribute to the integrated technology plan and annual project portfolio plan, and oversee the development of specific strategies, tactical plans, and initiatives.
- Participate in the development of RFPs and proposal evaluation.

COMPETENCIES

- Job knowledge: knowledge and experience with business, academic, student information systems and software delivery using agile and traditional methodologies; demonstrates proven leadership experience in developing strategies, plans and policies related to enterprise systems and integration engines.
- Leadership and supervisory abilities: encourage and supports cross-functional, high-performing teams; attracts and selects the best talent; coaches and inspires people; sets expectations, recognizes achievement, and proactively manages conflict.
- Service focus: understands the role of digital solutions and how change affects organizations, delivers business systems services that align with the University's key priorities of exceptional student and employee experience.
- Result oriented: feels personally committed and accountable to deliver results quickly, accurately and effectively; uses thoughtful judgement when responding to situations that are not going well and uses foresight to overcome obstacles.
- Initiating action / taking initiative: embraces a continuous improvement mindset in an ongoing effort to improve services and processes; readily takes action consistent within departmental or University objectives; volunteers readily and takes independent actions when appropriate.
- Problem solving and decision-making: ability to understand complex systems and processes and find diverse solutions to stubborn problems; makes clear, consistent and transparent decisions; acts with integrity in all decision making.
- Strategic planning and organizing: contributes to the development and implementation of department plans. Demonstrated capacity to develop and implement practical strategies, plans and solutions. Experience developing, managing, and forecasting capital and operating budgets.
- Employee development: achieve desired organizational results by encouraging and supporting the contribution of others; modeling positive leadership behaviours, including integrity, honesty, a sense of urgency and leading by example.

EDUCATION/TRAINING AND EXPERIENCE

- 10+ years of relevant professional experience, with 5 years in a leadership role with direct responsibility for academic and student information systems including managing ERP systems in post-secondary institutions.
- Demonstrated understanding and experience about information governance and integration engines.
- A bachelor's degree in a related field.
- Progressive technical knowledge of enterprise systems, development standards and data governance.
- Extensive knowledge of and demonstrated experience of systems development lifecycle.
- Experience demonstrating strategic thinking and problem-solving skills.

- Demonstrated excellence in communication and interpersonal skills.
- Completion of a criminal record check.