

JOB DESCRIPTION

Job Title Enterprise Systems Manager
Reports to Director Information Systems
Dept/School Information Technology

Job Title Code 182377
Wage/Hour Status Exempt
Pay Grade 508
Date Revised May 22, 2025

Primary Purpose

Provide strategic oversight and support for all district enterprise information systems, including administrative, operational, instructional, web-based, and cloud-computing platforms. Manage the Enterprise Resource Planning (ERP) system encompassing finance, procurement, and human resources functions. Oversee big data initiatives, including data management, analysis, business intelligence, and visualization reporting—support executive decision-making through dashboards and analytics tools. Lead the design, implementation, and maintenance of district-wide systems and applications, driving multiple projects and programs. Direct enterprise teams in the research, in-house development, and deployment of both custom and vendor-supported applications. Actively champions technology innovation and integration across all district system environments.

Education/Certification

- Bachelor's Degree in Information Technology, Business Administration, Computer Information Systems, or other related field

Special Knowledge/Skills

- Demonstrate depth in the roll-out, maintenance and support of large-scale end-user ERP, learning management and/or auxiliary systems
- Extensive experience in managing web servers, web hosting software and web development environments
- Detail understanding of web-based, cloud computing, enterprise applications and information systems, design, programming, and security
- Extensive experience in developing web enabled applications and web content management tools, and the use of HTML, XHTML, PHP, Javascript, XML, Perl, C/C++, CGI, MySQL and/or SQL
- Keen analytical and problem-solving skills for application software and system processes
- Extensive experience in current Internet standards, including accessibility standards and requirements, W3C standards, Web browsers and browser specifications
- Strong knowledge of business processes, workflow administration, and system integration
- Advance knowledge of Web page authoring tools and procedures (HTML, Adobe Photo Shop, XML, Java Script)
- Demonstrate experience in project management, staff development, training, and process optimization
- Extensive knowledge of networking technologies, including cyber and technology security and encryption on the Internet, and networking concepts
- Advance knowledge of Microsoft Windows server operating systems and Active Directory
- Experience with database integration, database management and DB usage and optimization
- Strong ability to manage multiple projects, adapt to change, and maintain customer-focused service
- Expert knowledge of the LINUX operating system, Web Application Server Technology, and Apache Web Server capabilities
- Proficient in Microsoft Office Suite, Google Suite, web-based tools, Learning Management Systems, SharePoint, and content management systems
- Evident focus on customer service initiatives, rigor and discipline, teamwork, collaboration, personal and professional responsibilities, staff development and training
- Excellent written and verbal communication and presentation skills with the ability to make technical issues understandable to a wide-ranging audience

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- Demonstrate personal integrity, adhere to core values and ethics, embody honesty and trustworthiness, and consistently uphold information security governance protocols to maintain and safeguard the confidentiality of the district's information and systems

Experience

- Ten (10) years' industry experience (preferably) in a broad range of information and educational technology systems disciplines including the design, implementation and support of large-scale enterprise resource planning (ERP) systems (student, finance, & human resources), business intelligence, learning management and auxiliary systems. Web and application development lifecycle, including database, software & web design, programming, data reporting and architectures, infrastructure and security.
- Supervisory experience required.

Major Responsibilities and Duties

1. Provide leadership, vision, and strategic direction for the planning, implementation, and support of all enterprise information systems across the district, including administrative, operational, instructional, and cloud-based platforms.
2. Manage the Enterprise Resource Planning (ERP) system, ensuring effective integration and performance of finance, procurement, and human resource modules.
3. Oversee district-wide data initiatives, including the management, analysis, and visualization of big data and development and maintenance of executive dashboards and decision-support systems.
4. Lead cross-functional teams in the analysis, design, implementation, and maintenance of district systems and applications.
5. Analyze systems to determine effectiveness, identify inadequacies, inefficiencies and problems and recommend solutions, develop system specifications and recommend application software development.
6. Manage multiple concurrent projects from initiation through completion.
7. Direct in-house development efforts and oversee the integration of third-party vendor applications. Ensure alignment with district goals and user requirements.
8. Provide consultation to district departments regarding the application of technology to business needs, and evaluate existing systems, processes and procedures and the introduction of potential automation systems.
9. Develop documentation and training for system users and provide guidance and support to ensure effective system utilization across the district.
10. Plan, design, research, develop, integrate, maintain and support web and cloud computing systems, applications, and technology.
11. Assist management, vendors, and end-users with resolution of systems issues including software/systems integration.
12. Develop, forecast, and coordinate strategic goals and plan, program, research and development of district technology systems, management and organization.
13. Work collaboratively with district departmental personnel to identify and document business requirements, perform analyses, needs assessment, and develop systems specifications to solve district needs.
14. Recommend information systems, application, hardware and software, upgrades, modifications, and enhancements to meet district requirements.
15. Coordinate and oversee that contracted systems and project services are efficiently provided to the district.
16. Create protocols for user account & access management and workflows for system administration to include user account reconciliation due to employee adds, moves and changes.
17. Develop and implement standards for systems, programming, project management, and database management. Establish best practices, templates, reporting generators, visualization tools, and related technologies to ensure consistency, efficiency, and adherence to organizational guidelines.

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18. Responsible for all district data integrity, quality assurance, management, maintenance and systems administration to include ensuring decentralized systems are administered to governing standards and procedures.
19. Support the district's web and intranet sites, mass communications and application media management services.
20. Monitor workload statistics in support of achieving service level agreement goals.

Policy, Reports and Law

21. Implement and adhere to the CIPA & FERPA standards, State Board of Education rules, local board policy, and other state & federal laws pertaining to safeguarding student, employee & district data, internet security, cybersecurity and continuously remain abreast of student & school safety laws and programs
22. Develop policy, procedures and technology standards for enterprise systems operation, systems security, and administers IT catalogues policies, processes and supporting procedures.
23. Ensure compliance with federal, state and local reporting requirements.
24. Provide short- and long-term strategic planning and evaluation.
25. Develop tracking, evaluation programs and performance benchmarks for established goals & outcomes.
26. Prepare reports and make presentations to the department, executive leadership and the Board of Trustees.

Budget and Inventory

27. Maintain enterprise information systems department budget and expenditures; prepare justifications to support staffing, training, equipment, supply request, and perform periodic cost and productivity analyses.
28. Manage district-side systems & application inventory and monitor usage and applicability to district initiative, standards and utilization.
29. Ensure proper procedures, inventory, documentation, procurement, payment and retention of goods, services and equipment purchased in compliance with federal regulations.
30. Administer contracts and service level agreements (SLA) for district technology, software, and applications.
31. Develop formal analysis, presentations, bids/Request for Proposals (RFP)/competitive Seal Proposals (CSP) for the procurement of technology projects and contract management.
32. Evaluate bid submissions and provide award recommendations to the board for consideration and approval.
33. Approve and process invoices and purchase orders for technology projects for payment.
34. Review and recommend renewal of all district technology, systems, and software maintenance contracts.
35. Conduct vendor evaluations and negotiations and monitor vendor related projects.

Personnel Management

36. Supervise and mentor enterprise systems staff, fostering a culture of collaboration, innovation, and continuous improvement.
37. Manage assigned professionals and contractors in support Information Security & Technology (IST) projects, initiatives, and technology.
38. Organize schedule, monitor performance, and ensure employee quality work outcomes.
39. Ensure employees understand their job duties and how performance will be measured.
40. Evaluate employee performance, provide feedback, and make recommendations to management.
41. Provide staff development opportunities for personal & professional growth, on-the-job and continuous training, and education of current technology uses and future trends.
42. Recruit, hire, and retain the best performers guaranteeing internal integrity and external competitiveness and make sound recommendations for progressive discipline and/or dismissal of personnel.

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Safety & Security

43. Collaborate in the development of district's technology business planning, processes, assessments, disaster recovery plans and district's emergency operations plan.
44. Manage and assess IST project, technology and operation risks and issues proactively and implement risk mitigations strategies and contingency plans to minimize disruptions and maximize strategy and goal success.
45. Ensure that all enterprise systems and data practices align with industry standards, legal requirements, and district policies for security, privacy, and compliance.
46. Direct IST service delivery, incident and systems compliance administration.
47. Assist in enterprise security systems investigations and audits, as directed by Superintendent or designee, and complete associated documentation.
48. Maintain a professional level of confidentiality concerning personnel and student information
49. Develop, maintain, monitor, and update the district's technology, contingency, strategic plans, cybersecurity policies & framework, IT Service Catalog, and initiatives.
50. Coordinate administrative processes and systems for securely initiating, storing and managing user identities and access permissions.
51. Ensure users authentication, application access and resource authorization to include user provisioning, automation and single sign on.

Other Duties

52. Serve as a district's technology governance committee team member and develops input for the district technology policies, objectives, and short- and long-term strategic planning.
53. Provide a friendly, safe, timely, quality driven environment responsive to the district and community needs.
54. Foster and adhere to an environment based on the district core values. Cultivate a teamwork atmosphere and build high performance teams.
55. Attend professional & leadership growth opportunities and maintain a broad and current knowledge of emerging technology, innovation, equipment, and systems.
56. Assist in community awareness of technological goals, cyber security and programs adopted by the district.
57. Support the goals and objectives of the district and comply with policies established by federal and state law, State Board of Education rules, and local board policy.
58. Uphold and adhere to safety rules and policies of the EPISD ISD safety program.
59. Perform other appropriate duties, as assigned.

Supervisory Responsibilities

Hire, train, supervise, assign, and evaluate assigned staff required to maintain maximum performance of District web and business systems.

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

- Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Occasional prolonged and irregular hours, with availability for emergency coverage. Work with frequent interruptions. After-hours/holiday/weekend work for upgrades, maintenance, troubleshooting and projects. Work on-call and frequent district wide travel.

Terms of Employment

226 days; salary to be established by the Board of Trustees



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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____
Job Title: _____
Date: _____

Approved: _____
Job Title: _____
Date: _____

My supervisor has reviewed this job description with me and has provided me with a copy.

Employee: _____
Date: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, at 230 -2031; Section 504 inquiries regarding students may be referred to 504 Coordinator at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, al 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas al oficial de 504 al, 230-2856.