Director - Enterprise Application Services

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Director - Enterprise Application Services
Cookeville, TN, United States

Job Identification: 25252
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Grade: 16

Job Description
Description of Job Duty:

Provides strategic and operational leadership for the university's enterprise application environment, ensuring systems and services align with institutional priorities and deliver high-quality, customer-focused support. This role oversees the management, support, and continuous improvement of enterprise platforms-including student information systems, ERP, CRM, learning management systems, data integrations, and workflow solutions-to enhance academic and administrative business processes and advance digital transformation.

The Director leads and develops a team of technical and functional professionals, fostering performance excellence through coaching, feedback, and clear prioritization aligned with university decision-making and IT-business objectives. Working collaboratively across IT and campus stakeholders, the role drives integrated IT initiatives, application modernization, automation, and the adoption of emerging technologies, including AI-enabled tools. The Director evaluates internal and external trends, leads continuous improvement efforts, and ensures accountability for process adherence while identifying opportunities for optimization and increased customer satisfaction.

Additionally, the role guides build-versus-buy decisions, manages vendor and contractor relationships, and provides transparent project and service status reporting to leadership. The Director supports workforce planning and change management by anticipating future skill needs, ensuring staff are equipped to meet evolving demands, and developing

communication, process, and training strategies to support successful transitions. Through proactive planning and execution, this position ensures technology investments effectively support student success, operational efficiency, and long-term institutional goals.

Tennessee Tech is an Equal Opportunity/Affirmative Action employer.

Responsibilities
Essential Functions:

Strategic Leadership & Planning

Develop and execute a strategic roadmap for enterprise applications aligned with the institution's mission and priorities in technology, innovation, and service advancement.

Assess new technologies-including AI, automation, and next-generation cloud platforms-to recommend and implement transformative solutions.

Lead enterprise-wide modernization initiatives, including cloud migrations, system upgrades, and digital workflow transformations.

Budgeting & Resource Management

- Develop and manage budgets for enterprise applications, including staffing, licensing, cloud subscriptions, and vendor contracts.
- Optimize resource allocation and evaluate cost/benefit of new technologies and services.

Governance, Compliance & Security

- Ensure compliance with FERPA, HIPAA, PCI, accessibility standards, data governance policies, and industry best practices.
- Establish governance processes for system changes, integrations, and data quality.
- Work in partnership with Information Security to proactively assess and mitigate risks.

Project & Portfolio Management

- Oversee major enterprise application projects and manage an ongoing portfolio of enhancements and integrations.
- Apply project management best practices, ensuring timely delivery, alignment with scope, and effective change management.
- Coordinate with vendors, consultants, and third-party partners to ensure value, performance, and accountability.

Stakeholder Engagement & Service Excellence

- Collaborate with academic leaders, administrative units, and technology partners to understand needs and translate them into system capabilities.

- Communicate complex technical concepts to non-technical audiences and guide decision-making with clear recommendations.
- Drive improvements in service delivery, user experience, and system usability across the institution.

Team Leadership & Development

- Lead, mentor, and develop a diverse team of analysts, developers, architects, and support specialists.
- Foster a culture of innovation, continuous learning, customer service, and operational excellence.

Application Ecosystem Management

- Oversee the university's portfolio of enterprise systems (SIS, ERP, CRM, LMS, HRIS, finance and research systems, data integration platforms, identity systems, etc.).
- Ensure reliability, performance, security, and lifecycle management for all critical applications.
- Direct the design, integration, and optimization of complex multi-system environments.

Physical Demands:

This is an office job. Most work in indoors at a computer or desk. Must operate a computer (using a mouse and keyboard) on a daily basis.

Work Hours:

Monday through Friday 8:00 a.m. to 4:30 p.m.

Some nights and weekends required.

Special Instructions:

Applicants are required to electronically upload a cover letter, resume, copy of transcripts (official transcripts required upon hire), and complete contact information for three references. References will be contacted at a later date. Submission of materials is the applicant's responsibility. Applications without all required materials are incomplete and will not be considered.

Salary:

Commensurate with education and experience. Level M4, Grade 16.

Benefits Information:

The University offers a competitive benefits package. Benefits include the accumulation of two vacation days per month and one sick leave day per month, and thirteen University holidays. Other benefits include medical and life insurance (shared

cost with the university), retirement, optional 401k, and education benefits.

Qualifications

Minimum Qualifications:

Bachelor's degree from an accredited institution in Information Technology, Computer Science, Information Systems, Business Administration, Communications or a related discipline. At least 10 years of related professional experience, including 5 years of progressively responsible experience in enterprise application management, systems administration, or IT leadership.

Knowledge

- Deep knowledge of enterprise applications used in higher education, across academic, administrative, and student-life domains.
- Strong understanding of higher education business processes, workflows, and regulatory requirements.
- Expertise in system integration, middleware, APIs, and application architecture.
- Knowledge of cloud computing, SaaS platforms, data management, analytics, and modern development frameworks.
- Familiarity with ITIL or similar service management frameworks.

Skills

- Exceptional leadership and team development skills.
- Strong communication skills with the ability to build trust and credibility across diverse campus stakeholders.
- Proficiency in project and portfolio management, vendor management, and contract negotiation.
- Advanced analytical, problem-solving, and decision-making abilities.
- Ability to lead organizational change and drive adoption of new technologies.

Abilities

- Ability to align technology strategy with institutional goals.
- Ability to manage complex enterprise environments and multi-system integrations.
- Ability to foster collaboration and facilitate cross-functional decision-making.
- Ability to drive innovation, evaluate emerging technologies, and integrate AI and automation into enterprise workflows.
- Ability to work in a fast-paced environment with evolving priorities and emerging challenges.
- Abilities to manage confidential and sensitive information while ensuring regulatory compliance.

Preferred Qualifications: Master's Degree preferred in IT Management, Systems Engineering, or an MBA with a technology focus. Experience in higher education or other complex organizational environments.
Experience leading cloud transformations, ERP/SIS migrations, or major modernization efforts. Experience with AI-enabled enterprise tools, workflow automation.

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