Director, Business Software and Support

The Director, Business Software and Support plays a significant role in managing the lifecycle of the portfolio of business software solutions used for: human capital management, finance, payroll, procurement, business intelligence, messaging and collaboration, intranet, artificial intelligence, data integration, program/project management, video broadcasting, etc. Responsible for supporting the life cycle planning of business software through the phases of strategize, architect, select, deploy, operate, evolve, and retire. This individual manages a group that has specific responsibility for building or configuring, maintaining or enhancing, and eventually decommissioning software products through their life cycle. Define and enhance methodologies and practices for software life cycle management in line with best practice and practical experience of continuous improvement. Provide support and facilitate innovative research and development to test new software solutions for adoption. Provide leadership, vision and direction to the Business Software and Support Group to ensure that they contribute to the District achieving its goals.

Job Description:

**ESSENTIAL DUTIES & RESPONSIBILITIES**

- Define and enhance methodologies and practices for the software life cycle management in line with best practice and practical experience of continuous improvement
- Work with vendor specific product management to implement and manage software product roadmaps status reporting, metrics and benchmarks
- Manage relationships with major software vendors and service providers to ensure they cost-effectively meet the needs of the organization
- Oversee benefits realization to ensure the business outcomes are achieved
- Oversee support activities in conjunction with infrastructure and operations to ensure the software products perform well in production
- Oversee the assessment of the technical and business fitness of the software and product portfolio and their associated costs and risks
- Conduct regular surveys of stakeholder satisfaction with software products, publish the results and, where necessary, implement action plans to improve satisfaction
- Assist in the software product governance process to gain consensus on a prioritized set of measurable business outcomes that applications and products must support
- Develop productive relationships with stakeholders across the organization to influence how software can enable new sources of value
- Work with the IT security staff to ensure that the District’s software products are effectively secured and that risks are mitigated
- Manage the Business Software Group staff, develop their skills and capabilities to meet the needs of the organization, as well as building on existing recruiting capabilities to address new needs and skills gaps
- Engagement with procurement and legal for contract provisioning
- Development and implement best practice software life cycle management processes and policies

**QUALIFICATIONS:**

**Knowledge, Skills and Abilities**

- Knowledge in software lifecycle management
- Ability to design, integrate and implement software solutions to support the organization technology vision
- Knowledge in Microsoft Office 365, SharePoint and Power BI
- Knowledge in Artificial Intelligence technology (Bot)
- Knowledge in Software-as-a-Service and Platform-as-a-Service cloud delivery platforms
- Knowledge in mobile software development
- Knowledge in collaboration software solutions and strategy for business use
- Very strong interpersonal skills and the ability to develop positive working relationships with all levels of the organization
- Vendor management experience
- Knowledge in single sign-on
- Collaborate with IT Quality Management to conduct software compliance audits
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Experience:
- Three (3) years of experience in software design/development, mobile applications, application architecture, product management, software-as-a-service, software integration, data management/governance, business intelligence, security and/or business process analysis
- Five (5) years of leadership experience
- Three (3) years of experience managing a cohesive team
- Three (3) years of experience managing external software service providers
- Five (5) years of experience in managing software development processes
- Five (5) experience in developing and integrating software solutions

Education:
- Bachelor or Master’s degree in Computer Science, Information Technology, finance, business management or a related field. Or equivalent work experience.

WORK ENVIRONMENT:
The characteristics listed below are representative of the work environment typically encountered by an individual while performing the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.
- While performing the duties of this job, the employee is exposed to a normal office environment
- Some travel may be required for training/meetings

NOTE: The above stated duties are intended to outline those functions typically performed by individuals assigned to this classification. This description of duties is not intended to be all-inclusive or to limit the discretionary authority of management to assign other tasks of similar nature or level of responsibility.