Process Functional Manager

**JOB SUMMARY:** Provide strategic and tactical direction in developing and supporting enterprise information processes that relate technical and functional requirements in delivering solutions. Advisory and Work Leadership. This employee serves as chief liaison between Student Success Divisions and Information Technology Services. This employee is also responsible for Student Process Definition/Re-engineering and its implementation at the Alamo Colleges.

**ESSENTIAL JOB FUNCTIONS:**

Directs district-wide functional and technical teams to ensure that system processes are fully defined and aligned with Alamo College strategic objectives and best practices for Banner operations. Functional area responsibilities include: Student Administration, Financial Aid, Recruitment and Continuing Education/Workforce. Leads major initiatives and processes requiring technology solutions.

Drives Alamo College administrators and executive management to consensus on appropriate common business practices, work systems and process functions that support the strategic goals for effective operation of the Banner system.

Identifies and tracks functional area issues pertinent to Banner operations. Leads and facilitates functional area stakeholder discussions and drives leadership to consensus on appropriate issue resolutions.

Researches, analyzes, designs, sets up, test, verifies, and documents Banner application processes, business rules, modifications and customization in functional areas, as required. Provide solutions to functional and technical issues as needed.

Leads development of written requirements, specifications and procedures for setup, processing reporting and production delivery of Banner application functionality, internal/external interfaces, and ancillary software applications.

Provides direction for the provisioning of Banner roles.

Assumes subject matter expert responsibilities for the functional aspects of the ERP.

Coordinates with technical members of ITS for the delivery of information solutions.

**MINIMUM EDUCATION/EXPERIENCE:**
- Bachelor's Degree or a combination of relevant experience, education and training that equates to the required degree.
- Three years’ experience performing a technology liaison role with major business function(s), with responsibility for planning, translating, and managing major technology projects.
- Demonstrated proficiency in technology architecture and systems design best practices.
- Five years of work-related experience in a higher education institution.

**PREFERRED EDUCATION/EXPERIENCE:**
- Master's Degree
- Degree in Business Administration, Communications, or related field.
- Eight years of work-related experience in a higher education institution.
- Five years’ experience performing a technology liaison role with major business function(s), with responsibility for planning, translating, and managing major technology projects.
REQUIRED LICENSES AND CERTIFICATIONS:
Must possess and maintain a valid Texas Driver's License. Must be insurable through Alamo Colleges’ insurers.

KNOWLEDGE, SKILLS AND ABILITIES:
- Comprehensive knowledge of functional management operations, principles, practices, and procedures.
- Comprehensive understanding of academic demands and student services requirements. Comprehensive knowledge of federal, state, District, and school regulations pertaining to enrollment operations.
- Understanding of application processes, workflows, reports and queries for Banner and other supported systems.
- Ability to translate business requirements into technical specifications and processes.
- Good organizational and project management skills. Analytical and problem solving ability.
- Excellent communication skills both written and verbal. Team player who works well with others.
- Strong follow-up skills and commitment to project success. Attention to details and dedication to quality.
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SUPERVISION EXERCISED:
Directly supervises 2-5 employees.

PHYSICAL REQUIREMENTS:
Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.