

POSITION DESCRIPTION

TITLE: Director of Enterprise Resource Planning (ERP) Project and Change Management - (Exempt)

Collective Bargaining - Ineligible - Managerial

Definition - The Board approved definition of a managerial employee is an employee who is engaged predominantly in executive and management functions of the College or who is designated with the responsibility of directing the implementation of management policies and practices and who customarily and regularly exercises discretion and independent judgment in directing the implementation of management policies and practices.

This is a management position. The incumbent is accountable for supporting the mission, goals, and objectives of the College and is expected to administer the policies and procedures defined in the Employee Handbook as approved by the President and the Board of Trustees.

JOB SUMMARY:

This position reports to the Vice President for Business and CFO (VPB/CFO). The Director of ERP Project and Change Management will lead the implementation of an enterprise-wide Enterprise Resource Planning (ERP) system within a higher education environment. This role will manage a highly visible, multi-year digital transformation initiative to modernize core administrative systems, replace legacy technologies while continuing to optimize the legacy system, improve institutional processes, and support data-driven decision making and institution-wide change management.

The Director of ERP Project and Change Management will assist the VPB/CFO and other senior leaders in the oversight of the full project lifecycle, including planning, requirements gathering, vendor selection, contract negotiation, implementation, training, change management and post-implementation support. The successful candidate must demonstrate proven success managing ERP initiatives and possess the ability to navigate shared governance, complex organizational structures, and diverse stakeholder needs. A preference will be given to candidates who have experience with ERP initiatives within colleges or universities.

This position works closely with executive leadership, governance committees, trustee working groups, functional departments, IT teams, and external implementation partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

ERP Strategic Oversight, Leadership and Project Management:

- Leads and manages the end-to-end ERP implementation lifecycle.
- Implements and maintains project management methodologies and procedures.
- Develops and maintains project charters, work plans, timelines, budgets, and resource plans.
- Develops and implements project and change management strategies aligned with the organization's goals and objectives.

Position Description

Director of ERP Project and Change Management

Page 2

- Ensures that project milestones and deliverables are prioritized and aligned with business objectives and are achieved on time and within budget.
- Leads role in the preparation of all updates to the ERP Working Group and board material.
- Coordinates multiple functional workstreams across the institution.
- Fosters a collaborative and high-performing team environment.

Stakeholder Engagement & Governance:

- Collaborates with executive sponsors, board working groups and committees, faculty governance groups, procurement and administrative leadership.
- Facilitates cross-functional collaboration across academic and administrative units.
- Engages with and manage expectations of key stakeholders both internally and externally. Ensures clear communication and alignment between departments and teams.
- Prepares and delivers regular status updates, executive dashboards, and governance reports.
- Supports ERP governance committees and decision-making processes.

Vendor & Contract Management:

- If applicable, leads development of RFP/RFI documentation and vendor evaluation processes for the primary ERP vendor, implementation partner and other required vendors throughout the transition.
- Manages vendor relationships, contracts, and service-level agreements (SLAs).
- Coordinates implementation partners and ensures accountability for deliverables.

Advanced Project & Risk Management:

- Manages complex project interdependencies across multiple departments.
- Identifies potential risks and develops mitigation strategies.
- Monitors and controls risks throughout the project lifecycle.
- Maintains formal risk, issue, and decision logs and lead mitigation planning.
- Applies enterprise project management methodologies and governance frameworks.
- Oversees project budget tracking, forecasting, and cost-benefit analysis.

Business Process Transformation:

- Facilitates business process analysis and redesign across student, HR, and finance functions.
- Promotes best practices and process standardization.
- Supports data governance, compliance, and security requirements.

Change Management & Adoption:

- Leads change management initiatives to ensure successful adoption of new processes or systems.
- Develops and executes comprehensive change management plans and communication strategies.
- Coordinates training, user readiness, and adoption planning.
- Ensures minimal disruption to teaching, learning, and student services during implementation.

Performance Monitoring:

- Establishes KPIs and metrics to evaluate project and change management effectiveness.
- Measures project success through adoption, efficiency improvements, and retirement of legacy systems.
- Supports post-implementation optimization and continuous improvement.
- Reports project progress to executive governance, senior leadership and key stakeholders.

Position Description
Director of ERP Project and Change Management
Page 3

KEY SKILLS:

- **Leadership and Communication:** Strong ability to lead teams and communicate effectively with diverse stakeholders.
- **Financial Acumen:** Understanding of budgeting, financial analysis, and reporting.
- **Problem-Solving:** Ability to navigate complex challenges and implement solutions.
- **Agile Methodologies:** Familiarity with Agile and other project management methodologies.
- **Change Management Certifications:** Experience or certification in change management (e.g., Prosci, CCMP) is often preferred.
- **Emotional Intelligence:** High level of emotional intelligence to manage diverse teams and stakeholders.

PREFERRED QUALIFICATIONS:

- Master's degree in Project Management, Higher Education Administration, Business, or related field.
- Agile, Scrum, or Prosci Change Management certification.
- Demonstrated experience working within higher education shared governance environments.
- Experience managing ERP implementations such as Workday, Anthology, Banner, SAP, PeopleSoft, Oracle, or Jenzabar.
- Experience working in a Project Management Office (PMO) environment.
- Experience supporting digital transformation or enterprise modernization initiatives.
- Experience managing multiple concurrent enterprise initiatives or program portfolios.
- Familiarity with higher education compliance and regulatory requirements.
- Strong facilitation, negotiation, and conflict-resolution skills.
- Experience developing executive-level reporting and dashboards.

MINIMUM QUALIFICATIONS:

- Education: Bachelor's degree in Information Systems, Business Administration, Business Management, Project Management, or related field.
- Experience: **Minimum 7 years of progressive project management experience. Minimum 3 years of demonstrated success leading ERP selection and/or implementations.**
- Proven experience managing **enterprise-scale, multi-million-dollar projects.**
- Demonstrated experience working within **higher education shared governance environments.**
- Proficiency with project management tools (MS Project, Smartsheet, Jira, or similar).
- PMP, PgMP, or equivalent certification required.
- Strong knowledge of higher education administrative functions, including Student Information Systems, Finance and Accounting, Human Resources and Payroll and Academic Records and Compliance.
- Expertise in:
 - Risk management and mitigation planning
 - Dependency tracking and project governance
 - Budget management and financial forecasting
 - Experience leading cross-functional teams and influencing without direct authority.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.

Created 03/11/26