



## Clark Atlanta University Job Description

<b>Position Title:</b>	<b>Enterprise Applications Manager</b>
<b>Department:</b>	<b>Office of Information Technology and Communications (OITC)</b>
<b>Reports To:</b>	<b>Director of Project Management</b>

*The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

### **General Function (Description):**

Under the general supervision of the Director of Project Management, the Enterprise Applications Manager (EAM) is responsible for the strategic management, implementation, maintenance, and optimization of enterprise software applications and IT asset management systems that support academic and administrative functions.

This role ensures the lifecycle management of enterprise software, licensing, IT assets, and vendor relationships while implementing best practices for procurement, security compliance, and performance monitoring. The EAM will work cross-functionally with finance, IT security, procurement, and business stakeholders to align enterprise technology solutions with institutional goals.

The ideal candidate will have experience in managing, updating, or implementing an IT asset and enterprise application tracking system to improve visibility, efficiency, and governance of institutional technology resources.

### **Examples of Duties and Responsibilities:**

#### **Enterprise Applications Management**

- Oversee the implementation, configuration, maintenance, and support of enterprise applications, including ERP, CRM, LMS, and other business-critical systems.
- Manage application lifecycle planning, including upgrades, migrations, integrations, and system decommissioning.
- Ensure data security and regulatory compliance for enterprise applications in accordance with institutional policies.

#### **IT Asset Management (Hardware & Software)**

- Update, manage, or enhance the IT asset tracking system to ensure visibility of software, hardware, and network resources.
- Define best practices for software license compliance, renewal management, and usage monitoring.
- Establish hardware lifecycle policies, including procurement, deployment, usage, maintenance, and disposal.

- Generate reports on IT asset utilization, depreciation, and compliance, conducting periodic audits to optimize resource allocation.

#### **Vendor & Contract Management**

- Manage relationships with software vendors, technology providers, and IT service partners.
- Negotiate contracts, renew service agreements, and monitor vendor performance against service-level agreements (SLAs).
- Coordinate technology purchases with finance and procurement teams to align with budgetary constraints.

#### **Project Management & Process Improvement**

- Define standards for IT procurement and technology adoption, ensuring cost efficiency and scalability.
- Implement IT governance frameworks to establish policies, workflows, and best practices for enterprise applications.
- Drive sustainability initiatives related to IT asset lifecycle management, including e-waste disposal and responsible recycling programs.

#### **Other Duties:**

- Provide technical leadership and training to faculty and staff on enterprise systems.
- Stay informed on emerging enterprise technologies, compliance requirements, and IT industry best practices.
- Perform other duties as assigned to support the institution's digital transformation goals.

#### ***Knowledge, Skills and Abilities***

- Experience working with enterprise applications, including ERP, CRM, LMS, and cloud-based systems.
- Proficiency in IT asset and software license management, including compliance tracking and procurement best practices.
- Strong vendor and contract management skills, including negotiation and SLA monitoring.
- Ability to collaborate with IT teams, finance, procurement, and business units to align enterprise technology solutions with institutional goals.
- Knowledge of IT governance, data security policies, and compliance frameworks.
- Strong verbal and written communication skills to convey technical concepts clearly and concisely.
- Capacity to work in a dynamic higher education environment with evolving technology needs.
- Strong problem-solving and analytical skills to optimize enterprise applications and IT asset utilization.

#### **Minimum Hiring Standards**

<b>Education</b>	Bachelor's degree in Information Technology, Computer Science, Business, or a related field or an equivalent combination of education, training, and relevant experience.
<b>Years of Experience Required</b>	Seven (7) to nine (9) years of experience in enterprise application management, IT asset management, vendor relations, or IT operations.
<b>Years of Management/Supervisor Experience</b>	Three (3)