



## Organizational Change Management Lead (ITS)

### Job Description

#### JOB INFORMATION

Job Code:	165474
Job Title:	Organizational Change Management Lead (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

#### JOB SUMMARY

Responsible for creating and implementing change management strategies that minimize user resistance and maximize user engagement. Drives faster adoption, greater utilization, and higher proficiency in changes impacting employees, with a focus on business results achieved. Drives comprehensive engagement efforts with key stakeholders and leaders in ITS and across the university. Enables the organization's understanding of the change management portfolio (e.g., benefits and risks of initiatives). Supports the development of standard ITS OCM methodologies (e.g., processes, KPIs, reporting). Demonstrates and cultivates ITS values.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

##### Additional Education

**Check here if experience may substitute for some of the above education.**

X Combined experience/education as substitute for minimum education

##### Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	8 years	

##### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

##### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Prosci or other equivalent change management certification.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Three years' experience with successful delivery in the disciplines of change management methodology, job/role design, stakeholder engagement, sponsorship alignment, communication planning, training/performance support, and organizational readiness.
X		Demonstrated interest in and knowledge of change management professional organizations, conference attendance, course work, and other relevant work and activities.
X		In-depth knowledge of standards and appropriate methods for managing different problems and scenarios, able to uncover a root cause and evaluate the risks and benefits of different solution options.
X		Experience with large and complex systems, and working with stakeholders at all levels of an organization.
X		Proven problem-solving and decision-making skills, and the ability to uncover root causes and evaluate different solution options.
X		Excellent written and verbal communication skills.
X		Demonstrated experience facilitating meetings and making presentations, able to provide both detailed information and summaries to management-level individuals and groups.
X		Experience developing and managing diverse, high-performing teams, providing regular, frequent performance coaching/mentoring, and encouraging effective behavior for individual and team success.
X		Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action.
X		Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements while managing numerous necessary resources to resolve problems in a timely and effective manner.
	X	Bachelor's degree in psychology, organizational development, communications, business administration, or related fields.
	X	Eight years' experience in organizational development and behaviors, communications, information technology, or higher education.
	X	Experience with SharePoint and Microsoft Office (including Visio).
	X	Demonstrated experience with project management approaches, tools, and life-cycle phases.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Develops cases for change, in concert with sponsors and leaders. Conducts stakeholder analyses and change-impact assessments to determine scope of change, and works with project teams to integrate change management activities into overall plans. Facilitates definition and buildout of charters and governance standards, and supports status-reporting requirements and timelines. Identifies potential risks, anticipated points of resistance, and the necessary plans to mitigate or address said concerns.				
Builds comprehensive change management strategies, project plans and key metrics used to monitor OCM effectiveness and drive the achievement of business results. Develops and executes change management plans regarding training, coaching, communications (e.g., stakeholder messages, newsletters), and organizational readiness, and contributes to the development of OCM practices (e.g., community building) to strengthen change leadership and management capability.				
Manages and enables stakeholder awareness, seeks out executive sponsors, and guides business engagement (e.g., change champions, super users). Develops readiness and hyper-care strategies, ensuring the highest level of customer support and services to impacted staff, faculty and students. Works closely with relevant stakeholders to support plan implementations and, as needed, develops and deploys user adoption/training to support technology implementations.				
Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and deliberately, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Supports the engagement, culture, and communications team's vision and governance for change management through the implementation of standards, procedures, and cost-effective, leading solutions. Work with other ITS leaders to develop and manage holistic strategies for delivering service and continuous improvements.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Continually develops skills and abilities, maintaining currency on emerging technologies, standards, and best practices.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.