



Analyst, Organizational Change Management Job Description

JOB INFORMATION

Job Code:	165463
Job Title:	Analyst, Organizational Change Management
FLSA Status:	Exempt
Supervisory:	
Job Family:	Project Management
Job Family Group:	Administrative Support
Management Level:	7 Individual Contributor

JOB SUMMARY

Plays a key role in ensuring teams meet objectives for new projects and initiatives by increasing employee adoption and usage. The Organization Change Management Analyst focuses on the people impacted by changes to business processes, systems, technology,

JOB QUALIFICATIONS:

Education

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

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	in change management, organization development, project management or related field.
	X	5 years	
	X	1 year	in change management practice.

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		Experience and knowledge of change management principles, methodologies and tools, with a solid understanding of how people go through change processes.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience with service and project management tools (e.g., ServiceNow) and presentation software (e.g., Vision, Powerpoint).
X		Ability to multitask, interact with multiple stakeholders and handle changing priorities.
	X	Advanced knowledge of one or more of the following: change management, human resources, information technology operations, business process improvement, and organization development, design and/or communication.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Creates change management strategies using structured methodology, experience and situational details of the group(s) impacted to assist in completion of change initiatives regarding people, process and technology. Coaches team leaders and sponsors on impacts both expected and not, assisting in promoting change adoption within their departments.				
Partners with project or program managers to integrate project and change management plans and align strategies, objectives and timelines. Maintains close communication with project managers and project teams to revise plans as needed in response to new information or technical developments.				
Defines, clarifies and drives the project teams' common understanding of business processes for successful change adoptions. Identifies risks, keeps them visible at all times, strategizes to prevent them from negatively impacting projects and tracks them to ensure they are addressed by the teams.				
Supports the design, delivery and management of communications. Proposes instructional strategies and/or recommends alternatives to improve the effectiveness and efficiency for communication, training and resistance management. Develops independently, or as part of a team, overall objectives and actionable, targeted implementation strategies.				
Plans and organizes meetings, demonstrations, presentations and other events to engage and inform stakeholders. Develops content, prepares presentations and arranges logistics.				
Forms and organizes performance metrics to assess and evaluate change adoption and utilization of changed functions and/or systems. Measures the levels of participation and proficiency of users and stakeholders with new processes. Tracks and reports all change management deliverables at appropriate intervals, implementing corrective actions and celebrating successes, as appropriate.				
Applies evaluation methodologies to regularly assess effectiveness and sustainability of change management strategies and activities. Collects and analyzes feedback, diagnoses any gaps and remaining resistance, and identifies process improvements.				
Creates and manages calendars, working closely across IT departments with clear perspective of all project dates, meetings, calls and training.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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: https://policy.usc.edu/mandated-reporters/

<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: https://dps.usc.edu/alerts/clery/	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.