



**USC** University of  
Southern California

## Engagement Specialist (ITS) Job Description

### JOB INFORMATION

Job Code:	129165
Job Title:	Engagement Specialist (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Training & Development
Job Family Group:	Human Resources
Management Level:	7 Individual Contributor

### JOB SUMMARY

Provides change management support for numerous ITS projects, ensuring consistent engagement applications and change management methodologies. Assists with strategic planning and execution of change initiatives, stakeholder engagement, impact analysis, and business readiness assessments to support ITS development. Demonstrates ITS values in action.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Education	Or
	X	Bachelor's degree	Communication Studies	Or
	X	Bachelor's degree	Human Resources Management	Or
	X	Bachelor's degree	in related field(s)	

#### 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		
	X	4 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		Working knowledge and demonstrated experience of at least one change management methodology (e.g., Prosci).

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements, translating specific impacts for stakeholders.
X		Excellent written and oral communication skills, with proven ability to present technical topics in a business-oriented fashion to non-technical audiences.
X		Ability to understand and work inside/with large, complex organizations, developing positive working relationships and strong rapport with team members and various stakeholders.
	X	Experience in journalism, media, communications, information technology, higher education, and/or organizational development.
	X	Experience supporting change management programs for organizations undergoing significant transformations.
	X	Firm understanding of IT business processes, and higher education institutions and stakeholders.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Prosci certification.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supports a broad range of engagement activities and change initiatives throughout ITS and in ITS-supported projects. Contributes to the development and application of engagement and change methodologies across all initiatives. Assists with strategic planning and execution of impact analyses and business-readiness assessments to support ITS development. Builds and maintains strong relationships with ITS departments and staff, as well as a broad range of customers, partners, and key stakeholders from administrative and academic units.				
Develops and maintains comprehensive stakeholder engagement programs, communication vehicles, and other projects across ITS operations. Develops innovative approaches and utilizes dedicated software resources to enable effective, efficient stakeholder engagement. Builds a strong professional network, and maintains currency of emerging methodologies and experiences via peer organizations.				
Manages the development of frameworks that support improved future-state organizational design and alignment, and internal/external governance structures. Collaborates with ITS departments and leadership to build effective transformation programs and resources, planning and facilitating meetings and other activities to support change engagement.				
Promotes organizational engagement and capacity for change throughout the university and beyond, sharing successes and adapting from lessons learned. Participates in engagement initiatives at the university level, and engages with appropriate professional associations to extend visibility of ITS achievements in organizational engagement and change leadership.				
Supports the engagement, culture and communications team's vision, working closely with team members and management to implement and support effective solutions for engagement. Maintains currency with technology, standards, and best practices to support process improvement efforts within the team and across ITS. Contributes to a culture of trust and transparency, sharing information broadly, openly and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, strong ethics, best-in-class customer service).				

## 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		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,

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.