



Manager, Organizational Change Management (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	165466
<i>Job Title:</i>	Manager, Organizational Change Management (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Technical Project Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Leads the organizational change management portfolio and associated resources to enable change in all ITS strategic technology initiatives. Responsible for comprehensive engagement efforts with key stakeholders and leaders across the organization. Guides resources to establish a standard ITS change management methodology, including processes, activities, tools, KPIs, and reporting strategies. Coordinates all change activities across the ITS portfolio, providing an understanding of benefits and risks. Drives meaningful, impactful changes that contribute to and reshape ITS operations. Demonstrates and cultivates ITS values and behaviors.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Psychology	Or
	X	Bachelor's degree	Organizational Development	Or
	X	Bachelor's degree	Communication	Or
	X	Bachelor's degree	Business Administration	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		6 years		
	X	8 years	in organizational behaviors, organizational development, communications, information technology, and/or higher education	
	X	3 years	in a management or leadership role	

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 in change management governance processes and development.
X		Demonstrated experience managing multiple projects and budgets, with proven organizational savvy and a record of meeting concurrent deadlines.
X		Exceptional business acumen, with experience managing various stakeholder groups (e.g. vendors, and enterprise, local, and executive stakeholders) and managing a high degree of change in fast-paced, complex, and demanding environments.
X		Extensive experience with large, complex systems, demonstrating versatility, resilience, and accountability, and a self-starting ability to establish and maintain credibility with all levels of an enterprise.
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		Excellent written and verbal communication skills, with the ability to provide both detailed information and summaries to management-level individuals and groups.
	X	Big four consulting background and/or experience.
	X	Written and oral fluency in Spanish and/or other foreign languages.
	X	Experience building eCMO/ePMO standards and best practices.
	X	Demonstrated experience with office management communication software/tools (e.g., Google suite, Slack, Skype).

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Prosci or other equivalent change management certification

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads the establishment and development of organizational change management (OCM) methodologies, frameworks, processes, templates, and tools, building sustainment capabilities for the Enterprise Change Management office (eCMO) and across the ITS enterprise. Drives and ensures consistent application of OCM protocols in programs and initiatives, and monitors and measures change efforts across the eCMO portfolio (e.g., status reporting, focus groups, survey tools). Spotlights milestones and risk transparency, and manages continual improvements as needed.				
Manages team members, ensuring appropriate OCM strategies are developed for large, significant and complex initiatives. Monitors resources, leads sourcing efforts, and provides input on department budget planning. Partners with project and ITS leaders to ensure that current and future needs drive initiative and enterprise messaging. Manages team member development, helping them set and achieve career goals.				
Builds and maintains strong, collaborative relationships with diverse groups of peers, customers, and leaders to ensure consistent, reliable service is delivered to a range of university stakeholders. 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. Develops skills and abilities on an ongoing basis, 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: 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.