



## Organizational Change Management Analyst (ITS) Job Description

### JOB INFORMATION

Job Code:	165471
Job Title:	Organizational Change Management Analyst (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

### JOB SUMMARY

Responsible for tracking performance and effectiveness of change management and its project portfolio. Configures and maintains data, tracks key metrics, builds visualization solutions, and communicates results to enable timely, effective action planning and change management delivery success. Handles complex data sets from various sources, conducts high quality analytics to visualize data, and creates clear, tailored performance reports and dashboards to provide insight for leadership, teams, customers, and stakeholders. 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.**

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		4 years	
	X	5 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		Experience in data visualization (e.g. Tableau or PowerBI), with high aptitude for research, data collection, problem solving, identifying issues and trends.
X		Demonstrated collaboration, influencing, problem solving, presentation, conflict management and interpersonal skills, and excellent written and oral communication skills. Experience delivering customer-focused service.

**Knowledge, Skills and Abilities**

Req	Pref	Functional Skills
X		Ability to prioritize work, manage time effectively, and understand and work with complex systems.
	X	Excellent project management skills, and experience in program and office operations.
	X	Experience and demonstrated success with change management through metrics, preferred.
	X	Higher education experience and/or understanding.

**Certifications**

Req	Pref	Select Certifications	Enter Additional Certifications
X			Prosci or other equivalent change management certification.
	X		Project Management Professional (PMP) certification.

**Other Job Factors**

**JOB ACCOUNTABILITIES**

	% Time	Essential	Marginal	N/A
Coordinates and manages the intake process for new change management (CM) requests from the Enterprise Program Management office (ePMO), and supports the set up for CM data in the Enterprise Change Management office (eCMO) system with project teams (e.g., stakeholder analyses, deliverables, metrics). Compiles weekly status reports completed by change managers, develops reports on eCMO portfolio performance, status, and health measure, and generates and disseminates high quality, tailored reports and analyses to inform senior leadership decision-making.				
Facilitates the formation and ongoing prioritization of the eCMO portfolio, assisting with the monitoring and evaluation of its health and recommending course corrections when necessary. Supports portfolio governance and decision making (e.g., coordinating meetings), facilitates ongoing portfolio risk-management processes, and provides coaching and guidance based on industry best practices.				
Develops and continually improves standards, guidance, and templates informing the execution of portfolio CM programs, projects, and services. Monitors new advances in CM analytics, and identifies opportunities to leverage innovations that support CM and performance metrics. Supports ITS transparency efforts, developing and executing communication plans for the eCMO portfolio and its project work, priorities, and impacts across the university.				
Aids the cultivation of an inclusive culture and environment, 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 CM governance through the implementation of standards, procedures, and cost-effective, leading solutions. Maintains currency on emerging technologies, standards, and best practices, and works with ITS leaders to develop and manage holistic strategies for delivering service and continuous improvements.				

**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		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

<b>Other Requirements</b>			
<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.