

Job Code: 101672
Position #: (PSA) (E)
Developed by: KK
Reviewed by: DLJ
Approved by: LK
Date: 9/18/23

UNIVERSITY OF RHODE ISLAND
POSITION DESCRIPTION

TITLE: Manager, IT Organizational Change
DIVISION: Academic Affairs (Information Technology Services)
REPORTS TO: Chief Information Officer, Information Technology Services
GRADE: 15
SUPERVISES: Student staff as needed

BASIC FUNCTION:

Responsible for the leadership and coordination of organizational change initiatives related to system implementation and modernization. Develop, implement, and own the overall IT change management process for the university to ensure successful implementation and user community system adoption. Interface with all levels of the university to ensure that faculty, staff, student, and executive leadership are informed, consulted, and heard during the implementation lifecycle.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Develop and implement change management strategies and plans that maximize community adoption and usage of new IT tools and systems.

Work with the IT Project Managers to ensure that the technical project implementation is synchronized and complements the change management plans.

Work with functional leads to ensure that all appropriate stakeholders are identified and engaged with throughout the process at identified milestones.

Define change management strategies, tools, and operational procedures to achieve the university system modernization goals.

Conduct stakeholder analysis to understand and define the mindset of each stakeholder and their primary requirements for the system being implemented.

Engage with leadership and impacted stakeholders to develop and implement comprehensive change management plans.

Coach and mentor implementation staff, customers, and leadership through the organizational change management process.

Monitor and assess the impact of change on impacted stakeholders and organizations as the project is executed and make any necessary changes to ensure project success.

Communicate change management plans to implementation team and key stakeholders to ensure their understanding and buy-in.

Working collaboratively with the IT Training Manager and IT Communications Manager, support the development of training programs to help stakeholders understand and adapt to change.

OTHER DUTIES AND RESPONSIBILITIES:

Work with the IT leadership team and distributed IT to maintain an awareness of medium- and long-range planning efforts for new deployments.

Perform other duties as needed in a fast-paced environment in which technology changes rapidly.

LICENSES, TOOLS, AND EQUIPMENT:

Various material development software, IT service management tools, learning management systems, web development tools, and reporting and analytics software.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum two years' experience with IT organizational change management; Demonstrated ability to work collaboratively with all levels of the university (from executive leadership through front-line staff); Demonstrated experience with systems implementation projects in a change management capacity; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated experience leading information gathering sessions and synthesizing results for project sponsors; Demonstrated ability to work as part of a team with other project implementation support staff; Demonstrated project management experience; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience in higher education; Demonstrated experience developing and executing robust change management plans including communication, education and engagement activities that leverage multiple channels to address the needs of multiple diverse stakeholders; and, Demonstrated experience and engagement in current IT/technological trends.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.