

The University of Texas at San Antonio

Job Description

Job Title: Change Management Lead
Code: 19220
Salary Grade: 64
FLSA Status: Exempt
Department/Division: PeopleSoft Project Support & Sustainment Center (PSSC)
Reports To: Director, PeopleSoft & Support & Sustainment Center

Summary

- Function: Provides leadership and guidance to the institution's transition and adoption of new technologies or new business processes.
- Scope: Responsible for communicating and preparing the campus for change with minimal employee resistance and maximum employee engagement.

Duties

- Typical:
 1. Leads the institution through changes as the result of new technology or business processes. Prepares a Project Change Management plan that aligns with the project plan timelines, deliverables and milestones and includes an actionable communication plan, sponsor roadmap, coaching plan, training plan and resistance management plan.
 2. Supports and guides executive and senior management as change sponsors to operational and organizational initiatives.
 3. Facilitates execution of the Project Change Management Plan with campus executive leadership.
 4. Identifies impacts and effects of change in technology and business processes. Develops and executes a strategy to mitigate operational issues and facilitate transition.
 5. Establishes, promotes and manages internal communication channels and a proactive communication framework for the project and institution constituents (departments, employees, students, etc). Leads and manages external communications regarding project and administrative area activities relevant to the project.
 6. Recognizes and upholds appropriate discretion, handling and distribution of confidential and data sensitive information.
 7. Supports and guides the project team with integrating change management strategies and methods through the life cycle of the project.
 8. Identifies resistance and performance gaps recommending mitigation options and solutions.
 9. Provides oversight and guidance to project's Training program and

<p>framework, including development and delivery of training to support new software and business process changes.</p> <p>10. Facilitates and coordinates meetings to directly inform campus constituents and project end-user communities of project status, business process changes, and gathers appropriate feedback.</p> <p>11. Identifies and develops appropriate measures and methods for ascertaining project communication effectiveness with campus constituents.</p> <p>12. Develops a strong, positive statement/slogan or icon that will instill excitement, promote a positive image and elevate awareness of the project.</p> <p>13. Oversees and ensures accurate, clear, timely and professional quality deliverables for all project communications.</p> <p>14. Prepares various project and status reports. Manages and mitigates risks and makes adjustments to project tasks to ensure completion.</p> <p>15. Conducts post-implementation employee and department satisfaction surveys and develops plan to resolve gaps.</p>
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Education

Required	Preferred
Bachelor’s degree	Master’s degree

Experience

Required	Preferred
Three years experience leading or assisting with change management and organizational transition due to implementation of an ERP system.	Five or more years of experience with leading or assisting with change management and organizational transition due to implementation of an ERP system.
Three years experience managing training or change management teams.	Five or more years experience managing training and or change management teams.
Experience with the preparation and dissemination of communications for cross-functional areas or divisions within a large organization.	Experience with the design, development and implementation of training supporting an enterprise-wide business application software.
Experience working with executive and senior level management and stakeholders.	PROSCI (ADKAR OCM methodology) or similar Change management certification.
Development and delivery of end-user training for new software applications and associated business processes.	Familiarity with PeopleSoft HCM/FMS versions 8.4 or greater.
	Experience working in Higher Education.
	Project management certification.
	Certification in Process improvement i.e. Six-Sigma.
	Organizational development experience.
	Business, marketing and/or interpersonal communications certification.

Equipment

Required	Preferred
N/A	N/A

Working Conditions

Usual	Special
Usual office working conditions.	N/A

Supervision

Received	Given
General supervision from immediate supervisor.	Provides general supervision to support staff.

Accuracy

Proficiency in all phases of work performed.
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Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies and procedures are complied with.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
