COORDINATOR, IT ORGANIZATIONAL CHANGE MANAGEMENT

DEFINITION

Plans, develops, recommends, coordinates, and monitors the change management activities, promotion, and communication strategy for IT updates, projects, and initiatives.

TYPICAL DUTIES

Collaborates with IT leadership, business departments, IT training staff, and other project stakeholders to develop, coordinate, implement, and monitor organizational change management plans, activities, and communications.

Conducts assessments, surveys, and focus groups to collect and analyze data on organizational readiness, change impact, and user acceptance.

Develops and recommends change management strategies and communication plans for IT projects based on analysis of change impact and various stakeholder input.

Collaborates with various organizational units, project teams, technical personnel, and school and business stakeholders regarding expectations, user needs, and successful implementation of technology and operational changes.

Provides recommendations to project leadership and senior administrators regarding prioritization and solutions as needed for project change management plans and changes to policy documents, bulletins, training materials, reference guides, and memoranda impacted by IT projects.

Facilitates the development and delivery of District-wide IT outreach campaigns.

Provides end user feedback and other relevant data to assist IT Training staff with the development and improvement of IT training programs.

Prepares reports and makes presentations to senior management on the change impact of new technologies, functionalities, upgrades, and enhancements to existing technologies.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Coordinator, IT Organizational Change Management collaborates and coordinates with various project stakeholders to develop and implement change management activities, strategies, and communications for IT projects.

The Senior Administrator, Enterprise Applications is responsible for all enterprise applications and other essential student and business applications and advises the Chief Information Officer on the technical strategy pertaining to these systems and services for the division.

A Technical Project Manager directs some of the activities involved in planning, development, and implementation of a major software applications system or directs all activities for a small software applications project.

SUPERVISION

General supervision is received from the Senior Administrator, Enterprise Applications or designee. May supervise technical staff such as IT Business Efficiency Analysts and support staff.

CLASS QUALIFICATIONS

Knowledge of:

Change management concepts
Project management methodology and principles
Project Management software
District standards and legal provisions pertinent to project management
Various methods of presenting ideas to different audiences, including Division leadership, project teams, and site staff
Development and implementation of technology initiatives
Workflow process changes within project lifecycles
Key principles and processes related to end-user communications, including conducting needs assessments and translations of complex technical prose into user-friendly language
Methods of developing training activities and materials
Methods of data collection and analysis
Data analysis tools and programs
Basic District personnel rules, regulations, practices, and policies
Pertinent sections of District collective bargaining agreements
Basic principles of Information Technology
Supporting IT systems, software, and hardware products

Ability to:

Work independently and cooperatively with Division leadership, technical personnel, training personnel, and school site staff
Determine affected end-users and develop appropriate communication plans and supporting activities
Facilitate meetings among business organizational units, technical personnel, and other stakeholders
Assess new initiatives to determine impact on operations and training needs
Build consensus between all involved parties within projects
Communicate effectively orally and in writing to different audiences
Prepare clear, concise reports, and make effective oral presentations
Coordinate and participate in multiple projects while working effectively under pressure in meeting deadlines
Compile and analyze data
Stay abreast of current trends, industry best practices, and technical advancements
Apply continuous improvement techniques and lessons learned to further improve change management policies, processes, and procedures

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree in information technology, communications, business administration, or a related field. Additional qualifying experience beyond that required may be substituted on a year-for-year basis for up to two years of the educational requirement provided that the requirement of a high school diploma or equivalent is met.

Experience:

Four years of experience in IT administrative analysis, IT business analysis, or IT project management that includes change management or training support for technology initiatives.

Special:

Prosci Change Management Certification is preferred.
A valid license to drive in California and the availability of private transportation or the ability to utilize an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class
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MCV