

Enterprise Organization Change Management Specialist Job Specification

The Strategic Technology Solutions division within the Department of Finance & Administration is implementing a new IT delivery model for its customer agencies in a phased approach. The Enterprise IT Transformation initiative involves building a highly qualified and experienced organization to support our agencies in four business domains through a shared resource delivery model. Several critical resources are being recruited to build this delivery model to improve our IT customer service, improve strategic planning with a focus on enterprise solutions and provide improved solution delivery success rates.

Strategic Technology Solutions is seeking an Enterprise Organization Change Management Specialist with significant instructional design skills.

This position will report to the Organization Change and Training Manager and will have two broad areas of responsibility:

- Organization Change Management internal consulting for small to medium sized agency technology implementations, following the State's Organization Change Management methodology and using the State's templates to work on project teams delivering new technology solutions to agencies.
- Instructional designer initially supporting the State's Planview Enterprise application as well as reviewing vendor-provided training for small to medium sized agency technology implementations.

The Enterprise Organization Change Management Specialist will be responsible for:

- Creation and implementation of Organization Change Management strategies, plans and tactics, including but not limited to communications, organization design, training and other change initiatives as discovered through a thorough organizational assessment.
- Appropriate use of the State's Organization Change Management methodology and templates, participating in their continuous improvement and modification to meet customer needs.
- Review and management of technology vendor communications, change management and training materials, working with them to ensure consistency of quality and content with the State's OCM Methodology.
- Serving as a positive and contributing member of several technology project teams simultaneously.
- Creation of a comprehensive curriculum to support Planview Enterprise functionality statewide
- Review and edit of existing Planview training materials to ensure consistency and instructional quality
- Design and development of new Planview training materials for future functionality, ensuring consistency with pre-existing materials

While the Enterprise Organization Change Management Specialist does not have supervisory responsibility, this person must work though and with many others in the organization to succeed.

Qualifications

- Two to three years of practical, applied organization change management competence
- Three to five years of instructional design experience
- Three to five years' experience working on project teams with diverse companies and agendas
- Excellent communication skills, both oral and written, are required
- Experience delivering classroom-based training, preferably technology training
- Demonstrated experience designing and conducting interviews, focus group sessions, surveys, and other data gathering tools
- Experience with Captivate is a plus
- Provide work samples: Curriculum map, ILT instructor guides and WBT storyboards; OCM deliverables

Please submit your resume to Trena Maynard at trena.maynard@tn.gov.

The State of TN is an Equal Opportunity Employer