

Job Description – MIT Job 24351

Functional Area:	Business and Digital Transformation Office		
Job Title:	Mgmt 4, Org & Talent Development	Position Title:	Manager, Change Management
Reports to:	Director, Change Management	Prepared on:	August 2024
Grade: 11	Salary range:	Hours per week/Status: 40/Exempt	

About the Business and Digital Transformation Office:

Join the Business and Digital Transformation Office (BDTO) and be part of a newly created team established to optimize enterprise-wide processes, modernize business systems, and improve capabilities that will enable smooth delivery of administrative services. The team is responsible for implementing new Enterprise Resource Planning (ERP) software as well as other significant new systems for MIT to improve processes and ways of working across the Institute.

BDTO offers flexible work schedules with both remote and in-office work. This role is expected to be performed in the office two days a week and will require additional on site days, based on business needs. Our primary location in Technology Square is convenient to amenities, including coffee shops, lunch spots, and events on MIT's main campus. Commuter resources, including free MBTA passes and commuter rail discounts, are available to all employees.

MIT's comprehensive benefits package demonstrates a commitment to our employees' well-being. Our benefits include health and dental insurance, a 401(k) plan with employer match, an additional pension plan with 100% of contributions managed and paid for by MIT, paid vacations and holidays, and more.

Position Overview

Reporting to the Director, Change Management (OCM), the Manager, Change Management will be responsible for an assigned portfolio/group of projects' organizational readiness, including collaborating stakeholders impacted by strategic change initiatives, managing how those impacts will be felt by the Institute community, as well as evaluating the education, communication and engagement need. This position supports all aspects of the change management associated with assigned projects on the BDTO's roadmap across key functional areas. Functional areas may include HR, Finance, Advancement, Research. This person will focus on the people side of change. The primary responsibility will be creating and implementing change management plans and associated deliverables that maximize stakeholder awareness, adoption and ongoing support of the implemented changes. This person will support all the change management aspects of a project(s) – developing, driving, and implementing the change management deliverables such as communications and training plans, stakeholder analysis, change impact assessments and ongoing support strategies for projects in partnership with Project Portfolio Managers and other key stakeholders. The Manager, Change Management will report regularly on their status and identify issues and risk areas across projects related to change management. In addition, this

person will strategize opportunities to build awareness, desire, ability, knowledge and ultimately reinforcement strategies to make the change successful not only at launch but also in the months to come.

Principle Duties and Responsibilities

- Coordinate and lead change management activities and deliverables for an assigned portfolio/group of roadmap projects which may include communications planning/associated communications, stakeholder assessments, change impact assessments, leadership messaging/presentations, training plans, support plans, etc.
- Assess the as-is and to-be state for projects in order to develop a robust and tailored change management approach and plan
- Develop and revise change management templates and tools, as needed for the various projects
- Establish and sustain relationships with key stakeholders, employees and end users across important functional areas and DLCIs as they relate to projects; functional areas may include HR, Finance, Advancement, Research
- Partner and collaborate closely with BDTO project managers and portfolio directors and other key stakeholders (for example, IS&T leads, SMEs/functional leads across campus, and MIT communication leads in various depts.) to provide change management expertise and guidance from project initiation to the ongoing support phase of a project
- Provide ongoing support and coaching to all impacted employees as they navigate the change process
- Monitor and evaluate the effectiveness of change management strategies and approaches and adjust, as needed reporting status, issues and risks on a weekly basis
- Foster a culture of continuous improvement, transformation and adaptability across the office and MIT
- Provide oversight of related change management deliverables by Implementation Partners and consultants
- Other duties as assigned

Qualifications

Required

- Bachelor's degree in a related field
- 7+ years of relevant change management experience
- Experience with the change management function for enterprise-wide ERP system implementations, ideally in a large Higher Education institution
- Strong understanding of change management principles, methodologies, and tools
- Ability to communicate thoughts, ideas, and solutions logically both written and verbally
- Strong critical thinking and analytical skills
- Proven ability to organize, prioritize, and work well with others
- Ability to get up to speed quickly on complex issues; desire to work in a fast-paced, rapidly evolving environment

Preferred

- Prosci certification or similar
- 5+ years of higher education experience
- MIT experience

Supervision Received

Reports to Reports to Director, Change Management

Supervision Exercised

None.

Additional Information

MIT considers equivalent combinations of experience and education for certain jobs. All candidates who believe they possess equivalent experience and education are encouraged to apply.

Employment is contingent upon the completion of a satisfactory background check.

MIT is unable to provide work authorization or visa sponsorship for this position.

This position has a six-month probationary period for new employees to the Institute.

Diversity, Equity, and Inclusion

BDTO benefits from a diverse and engaged workplace and seeks to further enhance our community by employing individuals from varied backgrounds. BDTO actively supports MIT's commitment to advancing a respectful and caring community that embraces diversity and empowers everyone to learn and do their best.

MIT is an equal employment opportunity employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.