

Enabling Technologies Change Management Specialist Position

Enabling Technologies is a four-time finalist and three-time winner of Microsoft's Partner of the Year Award, specializing in Unified Communications and Collaboration (UC&C). Enabling is also a Microsoft 2018 Partner Award Winner – Modern Workplace – Intelligent Communications. While we've been in business for over 25 years, our last ten years have been focused on Microsoft UC Solutions with emphasis on Lync, Skype for Business, Exchange, SharePoint and Office 365.

Enabling is searching for a Change Management Specialist (CMS). The CMS will work with clients to provide consultation around the people-side of change, ensuring change initiatives meet adoption and usage objectives. The people-side of change is inclusive of: business processes, culture, systems and technology, job roles and organizational structure.

This role will not have supervisory responsibility but will be required to work with client and internal resources to drive successful change adoption. The CMS must be comfortable operating in both a functional and consultative-manner when dealing with clients. The CMS will be confident in navigating all levels within client organizations.

Functional Responsibilities (internal and external) 75%

- Intellectual capital development
- Design
 - Communication and training collateral
 - Graphics
 - Marketing campaigns
- Content writing for communications and training materials
- Delivery of training programs
 - Remote webinar (recorded or live)
 - In-person
 - Videos
 - White glove
- Video editing
- Analysis of effectiveness of change management deliverables

Consultative Responsibilities (internal and external) 25%

- Apply a structured methodology to change initiatives
- Assess client change readiness and change impact
- Identify, analyze, anticipate and manage risk and resistance
- Coach client project teams
- Document actionable deliverables for the following levers
 - Change Management Planning & Discovery
 - Success Criteria/Gap Analysis
 - Communications
 - Effort/Satisfaction
 - Training
 - Reinforcement
- Lead and drive change management activities
- Plan and document

- Communication approach
- Learning strategies
- User/employee effort and satisfaction surveying
- Track and report issues or risk
- Integrate change management activities into project plans

Experience Required

- Demonstrable experience and knowledge of change management principles, methodologies and tools
- Demonstrated ability to manage ambiguity and apply problem-solving skills
- Demonstrated ability to employ research and analytical thinking
- Demonstrated deployment of enterprise technology changes (Microsoft, ERP, etc.)
- Demonstrable experience in development and delivery of training content, materials and programs for a variety of learning styles
- A minimum of 2 years working in a consultative role internally or externally
- Previous remote-working experience

Skills Required

- Exceptional written **and** verbal communication skills
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships
- Ability to influence others to move toward a common vision or goal
- Excellent active listening skills

Education/Training:

- Bachelor's Degree is preferred
- Formal Change Management training or certification is a plus (ex: Prosci)

This is a remote role that requires up to 50% travel

