

# Institutional Change Management Specialist

Institutional Administrative Operations • R2566 • Regular • Pasadena • California

## Job Details

New ideas are all around us, but only a few will change the world. That's our focus at JPL. We ask the biggest questions, then search the universe for answers—literally. We build upon ideas that have guided generations, then share our discoveries to inspire generations to come. Your mission—your opportunity—is to seek out the answers that bring us one step closer. If you're driven to discover, create, and inspire something that lasts a lifetime and beyond, you're ready for JPL.

Located in Pasadena, California, JPL has a campus-like environment situated on 177 acres in the foothills of the San Gabriel Mountains and offers a work environment unlike any other: we inspire passion, foster innovation, build collaboration, and reward excellence.

Do you have a passion for space exploration, change management and communications? Are you a strategic leader and enjoy the challenge of enterprise system change management from formulation to implementation?

We are looking for a motivated **Institutional Change Management Specialist** to join our team in the **Enterprise Operations and Transformation Office (EOTO)**. EOTO is working to improve the quality and accessibility of information for the JPL Community. We are looking for people that are passionate about helping to improve JPL's enterprise infrastructure, excited about tackling a variety of projects, concepts, and change management efforts. If this sounds like the challenging opportunity you are looking for – then we want to talk to you!

### Key Responsibilities:

This position is a key role in ensuring the success of the EOTO team across JPL. The key focus areas include:

- Measure the effectiveness of the project's change program. Support lessons learned meetings as needed. Identify any additional actions needed to instill the change behaviors.
- Facilitate activities to gain or ensure leaders and key stakeholders are aligned and in support of the change.
- Identify and understand the audience or "stakeholder" groups for projects and their needs. Develop strategic messages to convey the reasons for change as well as the communication plan & materials to clarify the change.
- Identify influencers or key leaders to engage and inform early. Support/facilitate early engagement as early as possible.
- Conduct the detailed change impact analysis to clarify and document what people will start, stop, or continue as part of their job or daily/regular work.
- Determine training needs and partner with training development experts as needed for planning and training development and delivery.
- Facilitate assessment of the people and organizational readiness for the change prior to "go-live." Identify and communicate risks and supporting action plans.
- Check in regularly with those affected by the change after it is implemented. Identify and communicate additional support needs to project and organizational leaders. (Duration often 30-60 days following major change.)
- Provide support to the Enterprise 2.0 Change Management Leadership and execute priorities as identified by the E2.0 Program Lead.

### ADDITIONAL RESPONSIBILITIES:

- Develop EOTO Stakeholder communications as part of normal ongoing operations including Governance, Metrics, Enterprise Change Control Process (ECCP).
- Develop content for EOTO websites ensuring alignment and coordination with Enterprise 2.0 website.

### Skills and Qualifications:

- Bachelor's in Business Administration, Organizational Psychology, Organizational Behavior, Communications or similar discipline with a minimum of 9 years of related experience, or a Master's degree in similar discipline with a minimum of 7 years related experience; or PhD in a similar discipline with a minimum of 5 years related experience.
- Participation in process improvement initiatives impacting multiple organizations and systems.
- Demonstrated ability to influence and bring resources together to implement solutions and enact change.
- Experience collaborating and building consensus across all levels of an organization from senior management to individual contributors.
- Proven ability to research, gather information, and recommend solutions to fit the strategic vision and organizational needs.
- Excellent interpersonal skills, both oral and written required.
- Excellent facilitation skills.

### Preferred Qualifications:

- Certification in Change Management
- Broad knowledge of at least two of the following JPL enterprise operations domains (governance, strategic planning, business management, human resources, information technology, plant management, project formulation, engineering design and analysis, hardware production, systems integration and test, or mission operations).

New ideas are all around us, but only a few will change the world. That's our focus at JPL. We ask the biggest questions, then search the universe for answers—literally. We build upon ideas that have guided generations, then share our discoveries to inspire generations to come. Your mission—your opportunity—is to seek out the answers that bring us one step closer. If you're driven to discover, create, and inspire something that lasts a lifetime and beyond, you're ready for JPL.