

# Change Manager Consultant

SAGE Therapeutics ★★★★★ 15 reviews

Remote

Remote

Full-time

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Job Company

## Job details

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### Job Type

Full-time

Remote

## Indeed's salary guide

- Not provided by employer
- \$114K - \$145K a year is Indeed's estimated salary for this role in Remote.

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## Full Job Description

### General Scope and Summary

SAGE Therapeutics is searching for a creative, resourceful, integrative thinker for an important role as the Change Manager Consultant. The Change Manager Consultant role is a collaborative role requiring continuous interaction with multiple internal and external stakeholders. The Change Manager Consultant is responsible for managing the IT changes and ensuring changes are made efficiently, with minimum risk to the organization. The Change Manager Consultant has a duty to protect the IT systems of the organization, ensuring the changes that are made do not present an unacceptable risk.

### Roles and Responsibilities

- Using the ITIL framework and the ServiceNow platform, implement the IT Change Management process within the Sage IT environment.
- Guarantee end-to-end execution of IT changes according to established and agreed upon Change Management procedures.
- Take ownership throughout change lifecycle management and ensure progress is realized according defined KPIs.
- Chair the Change Advisory Board (CAB) and Emergency Change Advisory Board (ECAB) meetings.
- Communicate all Change Management related activities.
- Create periodic reports about Change Management and discuss with the responsible IT Services Manager and during CAB/ECAB.
- Analyze existing process and make recommendations for continuous improvement and process automation where appropriate.
- Partner with the ServiceNow team to implement best practice and procedures.
- Define and measure success metrics and monitor change progress.
- Support Change Management at the organizational level.

### Experience, Education and Specialized Knowledge and Skills

Must thrive working in a fast-paced, innovative environment while remaining flexible, proactive, resourceful, and efficient. Must have excellent interpersonal skills, the ability to develop important relationships with key stakeholders, good conflict management and negotiation skills, and the ability to identify issues and raise to key stakeholders in order to develop relevant and realistic plans, programs, and recommendations. Must have a demonstrated ability to translate strategy into action, excellent analytical skills, and an ability to communicate complex issues in a simple way and to orchestrate plans to resolve issues and mitigate risks.

### Basic Qualifications

- Bachelor's degree in Computer Science or 10 years of IT experience.
- ITIL certification.

### Preferred Qualifications

- Experience working with all levels of management and consulting with key business stakeholders.
- An ability to influence for greater outcomes.
- Experience working with the ServiceNow platform.
- Effective in applying best practice for change, issue, and risk management.
- Strong team player that has a customer service approach and is solution-oriented.
- Experience with and knowledge of Change Management principles, methodologies, and tools.
- Must be a problem-solver with the adaptability and flexibility to manage ambiguity.
- Attention to detail and the ability to work individually, within a multi-disciplinary team, as well as with external partners and vendors.
- Biotech/pharmaceutical/GxP industry or experience in a highly regulated environment strongly preferred.
- Embrace our Core Values: Put People First, Do Right, Improve Lives, Forge New Pathways, and Cultivate Curiosity.
- Excitement about the vision and mission of Sage.