

Organizational Change Management/End-User Adoption Specialist

Company: OTA Inc.

Job Category: Consulting Services

Location: Canada, USA, International

Status: Employee or Contract

OTA Inc. (Organizational Transition Associates) specializes in IT-enabled organizational change management (ERP/IT). We offer consulting and training designed to manage the people and organizational dimensions of large projects. These services are aimed at Business Managers, End Users, Consultants, Project Managers, Software Vendors and Executives.

Montreal-based, established in 1995, OTA inc. is a key supplier to SAP and several systems integration partners.

To find out more, go to: www.ota.ca

Job description

Job Title

Organizational Change Management /End-User Adoption Specialist

Responsibilities:

- Develop and lead change management strategy, tactics and deliverables for major ERP or IT business transformation projects
- Implement governance structures that help senior management match the business strategy with project value realization
- Help management, project team and end-users resolve change-related issues
- Develop and lead communication process for employees, steering committee, senior leadership and project teams
- Develop and lead risk assessments, impact analysis and transition plans
- Provide a lead role in overseeing all training materials, documents and processes
- Develop training strategies and end-user training materials for new IT or ERP systems

Requirements:

- 5 years experience with planning and implementing IT-driven change and processes, with detailed knowledge of change management models, tools and methodologies
- 5 years experience developing end-user training material for new IT or ERP systems
- Recognized working experience in the following sectors: Health, Financial Services, Transportation and Logistics
- Skilled in process modeling and consultation, strategic thinking, group facilitation & executive coaching
- Ability to work collaboratively across divisions, functions and management levels
- Ability to multi-task effectively and flexible in shifting work focus as needed
- Demonstrated strong written and verbal communication skills in English or French
- Significant experience with SAP or other ERP packages is a plus
- Available to travel (local bilingual positions in Montreal also available)

Send Resumes to: resume@ota.ca