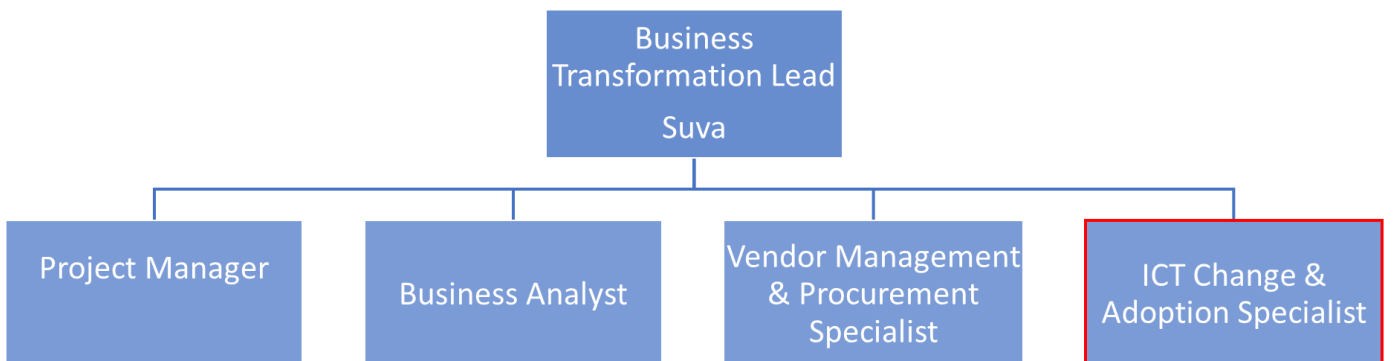




JOB DESCRIPTION

Job Title:	ICT Change and Adoption Specialist
Division/Programme and Section/Project (if any):	OMD ICT
Location:	Suva or Noumea
Reporting to:	<i>Business Transformation Lead</i>
Number of Direct Reports:	1
Purpose of Role:	<p><i>The ICT Change and Adoption Specialist will play a pivotal role in facilitating the smooth transition of employees through technological changes and ensuring successful adoption of technology implemented within SPC.</i></p> <p><i>They will also serve as an expert in the areas of training and user adoption within ICT project teams. They will assess technical training needs of SPC staff, develop and deliver training plans, and content that can be delivered either via an LMS platform or in person to improve the adoption and effective use of ICT Systems across the organisation.</i></p> <p><i>This role requires a blend of technical expertise, change management skills, and training proficiency to drive organizational change initiatives effectively.</i></p>
Date:	<i>July 2024</i>

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position of ICT Change and Adoption Specialist encompasses the following major functions or Key Result Areas:

- Develop and implement comprehensive change management strategies to support the adoption of new and existing ICT systems and technologies.
- Design and delivery of training and development programs for employees of SPC.
- Build strong relationships with key stakeholders across the organization to obtain support for ICT initiatives and promote adoption.
- Drive continuous improvement initiatives by staying abreast of emerging technologies and industry best practices related to ICT change management and adoption.

The performance requirements of the Key Result Areas are broadly described below.

Jobholder is accountable for	Jobholder is successful when
<p>KRA#1 (30%) Develop and implement comprehensive change management strategies to support the adoption of new and existing ICT systems and technologies.</p> <ul style="list-style-type: none"> • Collaborate with cross-functional teams and divisions to assess change impact, define objectives and develop appropriate change management interventions. • Conduct impact assessments to understand implications of ICT changes on various divisions and stakeholders and develop strategies to increase change adoption. • Facilitate communication channels to ensure timely dissemination of information relating to ICT changes and updates. 	<ul style="list-style-type: none"> • There is effective collaboration across teams and divisions to design and deliver change management interventions. • Impact Assessments are conducted on a regular basis. • Strategies are developed to increase change adoption across the organization. • There is timely and effective communication relating to ICT changes and updates.
<p>KRA#2 (30%) Design and delivery of training and development programs for SPC learners.</p> <ul style="list-style-type: none"> • Design and deliver engaging training programs (in person, self-paced or virtual) tailored to different levels of the organization, including executives, managers, and end-users. • Identify and engage external providers for the design and delivery (in person, self-paced or virtual) of specialized training as required by the business. • Provide hands-on support and coaching to employees to empower learners to effectively use new and existing ICT tools and systems. • Evaluate training effectiveness through assessments, surveys, and feedback mechanisms, and make necessary adjustments to improve outcomes. 	<ul style="list-style-type: none"> • The SPC workforce has the skills they need to use our business systems. • Training is effective and accurate resulting in high satisfaction rate of learners. • In-person, virtual and self-paced learning materials are effectively utilized to increase capability of staff. • Training content and delivery reflect leading training practices. • Appropriate online and self-paced learning tools are implemented and used effectively. • Regular assessment of performance is conducted, and initiatives developed to increase performance
<p>KRA#3 (25%) Provide leadership and build strong relationships with key stakeholders across the organization to obtain support for ICT initiatives and promote adoption.</p>	<ul style="list-style-type: none"> • Effective collaboration with various stakeholders to collectively design and develop learning materials. • There is a mechanism of engagement to solicit feedback from stakeholders on continuously

<ul style="list-style-type: none"> • Act as a liaison between various ICT teams, divisions, end-users and vendors to ensure alignment of learning goals and objectives for trainings materials designed and developed. • Solicit feedback from stakeholders to continuously improve change management processes and training methodologies. • Staff are managed and supervised to achieve objectives and to create a culture of learning within the organization. 	<p>improving change management processes and methodologies in line with best practice.</p> <ul style="list-style-type: none"> • Staff are managed and objectives are successfully met.
<p>KRA#4 (10%) Drive continuous improvement initiatives by staying abreast of emerging technologies and industry best practices related to ICT change management and adoption.</p> <ul style="list-style-type: none"> • Monitor and evaluate the effectiveness of change management initiatives, adjusting strategies as needed to ensure successful adoption. • Champion a culture of continuous learning and innovation within the organization • Guiding, advising and supporting teams to promote change management activities and interventions 	<ul style="list-style-type: none"> • Effective tools in place to monitor and measure the effectiveness of change management initiatives. • Active promotion of a culture of learning within the organization through various means • Creating a community of collaboration within teams to promote change management.
<p>KRA#5 (5%) Compliance with SPC's legal obligations, policies, and procedures</p> <ul style="list-style-type: none"> • Training material developed is in line with SPC requirements. • Any change management implementations adhere to all SPC's policies. • Working with stakeholders to understand and implement adoption strategies that are aligned to SPC's policies. 	<ul style="list-style-type: none"> • Training materials are designed and developed in line with SPC guidelines and policies. • Change management implementation is implemented in line with SPC policies. • Training material designed by stakeholders are in line with SPC Policies.

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

- Development and implementation of an organizational digital change management strategy
- Assess SPC workforce's digital training needs.
- Develop and manage training programmes with external provides that are funded by multiple divisions and projects.
- Designing learning materials for staff to be effective in their roles.
- Design and develop high quality training course content.
- Developing new approaches to virtual and on demand training delivery across SPC.
- Maintaining effective relationships with ICT stakeholders, suppliers and business partners

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p>External</p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> • Training service providers and partners • Vendors • Subject matter experts in training and adoption within other organizations 	<ul style="list-style-type: none"> • Maintain relationships and collaborate on leading practices with technical training subject matter experts around the world. • Maintain ongoing relationships with training suppliers. • Work with vendors to obtain and develop training and adoption resources.
<p>Internal</p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> • All SPC Staff • Directors and the SPC ICT Committee • ICT Experts • Divisional learning content developers 	<ul style="list-style-type: none"> • Solicit feedback and assess technical skills and capabilities across the organization. • Clearly communicate important changes and updates • Prepare and deliver webinars, training and training content. • Provide expert advice on training and system adoption to project teams and project managers. • Collaborate with other ICT teams to identify gaps in skills and capabilities that require training.

Level of Delegation:

Routine Expenditure Budget: None

Budget Sign off Authority without requiring approval direct supervisor: None

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • A bachelor's degree in training, teaching, and / or computer science or information technology or related field, or equivalent vocational certificates and work experience that is relevant and recent. 	<ul style="list-style-type: none"> • CompTIA Certified Technical Trainer (CTT+) or similar certification. • PRINCE2 Foundations or equivalent level project management certification • Technical certifications in technologies relevant to SPC's environment and future plans

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • Minimum of 8 years' experience in organizational change management role • At least 5 years in design and development of adult learning materials for different learning styles • Experience in developing content for Online Learning Management Systems (LMS) • Experience working with Learning Management Systems (LMS) • Experience working in an international, multicultural organization. • Experience working in the Pacific. • Excellent communication skills (written and verbal) • Experience developing and delivering training for Microsoft Tools (M365, SharePoint etc.) • Expected to travel as and when required. • Fluent in English 	<ul style="list-style-type: none"> • Experience measuring the effectiveness of training programs and content. • Experience working on change management aspects on ICT Projects • Experience delivering courses using Teams, Zoom, or similar communications technologies. • Working knowledge of French

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Training Design • Content Delivery • Online Learning Management Systems • Driving ICT Change Adoption
Advanced level	<ul style="list-style-type: none"> • Microsoft Productivity Suite • AI-driven Productivity Tools
Working knowledge	<ul style="list-style-type: none"> • Procurement • Cloud Technologies • ICT Security
Awareness	<ul style="list-style-type: none"> • SPC Regulations and Policies

Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service.

Change to Job Description:

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.