UMRF VENTURES INC

Job Title:	IT Change Management Support Analyst
Department/Group:	Business Division A / Raymond James (RJ)
Reports to:	Raymond James Manager
Classification	Part-time or Full-time (hourly) non-exempt

Job Description

ROLE AND RESPONSIBILITIES

The IT Change Management Support Analyst will provide support in the execution and governance of the IT Change Management process within the Raymond James production environment. They will assist in evaluating daily change activity, ensuring compliance with established controls, validating technical and risk documentation, and supporting process improvement efforts. This role will involve routine change review and approvals, post-implementation review, queue monitoring, and project-based assignments aimed at optimizing and standardizing Change Management processes.

This position requires excellent attention to detail, above average communication skills, as well as excellent time management and analytical skills. The Support Analyst will also be required to attend weekly Change Management touchpoint meetings. (Current held every Tuesday 9:00AM)

KEY RESPONSIBILITIES

- Review and approve Change Requests (CRs), verifying accuracy of risk assessments, justification, implementation and backout plans, and testing evidence according to documented Risk Management criteria.
- Identify scheduling conflicts, escalating as needed.
- Collaborate with Change Requestors to correct incomplete, inaccurate, or non-compliant submissions.
- Participate in post-implementation reviews (PIRs) to assess change outcomes and identify improvement opportunities.
- Monitor ServiceNow Change Management queues, ensuring timely approvals, updates, and escalations.
- Assist with documentation, reporting, and process improvements as needed.
- Ensure adherence to internal and external communication protocols, meeting weekly with UMRF Ventures management.
- Comply with all UMRF Ventures and Raymond James guidelines and policies.

COMPETENCIES

- Communication skills
    - Written and verbal
- Attention to detail
- Time Management
- Analytical Thinking
- Risk Management
- Regulatory Awareness
- Technical knowledge and learning
    - Preferred: Experience with ServiceNow or equivalent Change Management platforms
    - Preferred: Understanding of ITIL Change Management principles

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Preferred: Experience in regulated industries (SOX, SEC, FFIEC, ISO 27001) as well as risk, audit, compliance, or technology operations.
- Preferred: STEM related curriculum / major

- o Pursuing a Bachelor's degree in Computer Science, Information Systems, Cyber Intelligence, Business Administration or related degree with relevant experience or combination of education, training and experience.
- Must have worked at UMRFV for 6 months (if internal applicant)
  - o Performance metrics and work ethics must be exemplary.
- UMRFV Raymond James departmental experience or knowledge and familiar with RJ systems is highly preferred

Reviewed By:	Sherita Reid Johnson	Date:	3/5/2025
Approved By:		Date:	
Last Updated By:	Elena Doolan	Date:	2/11/2025