

IT Senior Communications Specialist

Information Technology Services Department

Summary:

The IT Senior Communications Specialist, responsible for IT strategic and operational communications, is part of the team of professionals delivering organizational change management (OCM), communications, and training offerings for Firm-wide technology solutions and initiatives.

The IT Senior Communications Specialist establishes and delivers a consistent communications methodology and strategy for Firm-wide technology programs and initiatives. They work in close coordination with the IT Organizational Change and Strategy Manager and IT Organizational Change Specialists, and IT technical and solution delivery teams to create and manage communication plans for IT strategic projects and operational activities. They play a crucial role in maintaining IT's image throughout the firm.

This individual plays a critical role in helping to foster engagement within IT and across end-user groups, strengthening IT's working relationships and information-sharing across the firm's functions and practices, and enabling the success of the Firm's IT strategy, transformational and operational projects

Email Resume [Here to Apply](#)

Duties and Responsibilities:

- Creates, writes, edits, manages, and delivers/publishes communication materials in support of IT strategic and operational requirements.
- Collaborates closely with a variety of stakeholders, both internal and external (Marketing, Professional Development) to plan appropriate messaging and distribution methods, and execute communication on projects.
- Manages the IT intranet site and sub-sites (design and content).
- Develops strategies, builds and deploys communication campaign strategies for IT operations such as application upgrades impacting end users.
- Assesses engagement and impact of IT communications through collecting and monitoring stakeholder feedback, communication metrics, and utilization statistics as available.
- Operationalizes and maintains the IT Communications Toolkit (Style Guidance, Vehicle matrix, distro lists, key contacts, formatting, voice, timelines, review process, etc.).
- Coordinates and maintains the IT communications schedule, ensuring completion of review processes, quality standards, and timely delivery as appropriate for the target audience.
- Regularly contributes to the development of new practices, techniques, and standards and is recognized as a communications expert.
- Maintains a regular communication cadence with IT leadership to achieve alignment and visibility into communication initiatives impacting employees.

Qualifications:

- Education & Credentials
 - College degree is strongly preferred, ideally in Business Administration, Organizational Development, Organizational Psychology, English, Writing, Advertising, Marketing, Communications, or related discipline.
 - Appropriate technical certification(s) are preferred (e.g., Prosci).
- Knowledge & Experience
 - 5+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
 - Familiar with standards and best practices in writing internal communications and/or technical writing.
 - Good knowledge of: rules of effective business English usage, spelling, punctuation, and grammar.
 - Demonstrated ability to translate complex, technical solutions into clear and simple non-technical messaging.
 - Demonstrated ability to establish strong rapport and credibility with cross-functional teams across the organization.
 - Experience preparing materials for Senior leadership and C-suite stakeholders.

Duties and Responsibilities (Continued):

- Works with the CIO and IT Directors, and administrative assistant, to organize IT internal engagement, team-building and culture-creation activities.
- Supports the CIO and Directors with executive messaging and leadership communications.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: IT Organizational Change & Strategy Manager

Workplace Type: Hybrid

Salary range is \$98,000-\$138,500.

Qualifications (Continued):

- Experience with IT communications, training, stakeholder assessments, and project execution support.
- Familiarity with project and program management disciplines, methodologies, and processes.
- Familiarity with IT service management disciplines and processes.
- Experience with various communication and intranet platforms is a plus.
- Skills & Expectations
 - Exceptional oral and written communication, presentation, and creative thinking abilities.
 - Excellent project management skills; strong eye and editing skills; attention to detail.
 - Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the leadership, the user community, and counterparts.
 - Highly motivated with the ability to lead projects and operate independently.
 - Discipline to prioritize and support multiple concurrent initiatives.
 - Team-oriented and skilled in enabling a collaborative environment.

Qualifications (Continued):

- Enjoys working in a fast-paced environment, with the ability to manage multiple demands and adapt to new and emerging priorities.
- Interest in being part of a transformational team, helping to redefine the role of IT in a law firm setting.
- Work Location & Conditions
 - Washington, D.C.
 - Core hours of 9:00 am – 5:30 pm, Monday-Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.