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Agile Program Manager (Remote)

Baton Rouge, Louisiana

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Residency in or relocation to Louisiana is preferred for all positions.

We will consider remote work in the following states: **LA, AL, AR, DE, FL, GA, IN, IA, KS, KY, MS, MO, NH, NC, OK, PA (limited counties), SC, TN, TX, VA, UT, VA, WV, WI.**

POSITION PURPOSE : This individual contributor position facilitates the coordination of personnel and other resources (e.g. contractors, vendor partners) required to successfully complete multiple, complex programs of interdependent work, including projects and initiatives, ensuring the delivery of quality business outcomes including underlying project deliverables, overarching program deliverables, new and improved processes, and services. The Agile Program Manager manages programs of varying complexity and operates in a tightly regulated industry environment.

The Agile Program Manager is directly responsible for ensuring the execution of all key steps in program delivery: business, technical and functional requirements elicitation, dependency mapping, milestone projections, task-level program steps, identification and regular publishing of metrics which define project success. The position must regularly monitor work to ensure that programs and underlying projects remain in line with projected costs and timelines. This is accomplished by ensuring the adoption of well-established, industry best practice frameworks and methodologies.

The Agile Program Manager is accountable for complying with all laws and regulations associated with duties and responsibilities.

This position is responsible for guiding project and program teams in executing on agreed-upon solutions using Agile methodologies.

NATURE AND SCOPE :

Position Location :

This position reports to the Manager, Agile Project Execution.

Activities of Direct Reports :

- This position has no direct reports.

Necessary Contacts:**INSIDE RELATIONSHIPS:**

- Interfaces directly with client management (business owners and project team members) in negotiation and definition of requirements.
- Negotiates, defines, interprets plan/policy requirements and presents options and processing capabilities to upper level management.
- Provides guidance and direction to all areas placing requirements on the system. Has management responsibility for intra-divisional projects with limited cross-department and cross-organization impacts.
- Interfaces frequently with IT, PMO and business leaders. Exercises diplomacy and tact in discussions with client management on controversial subjects.

OUTSIDE RELATIONSHIPS:

- Frequent contact with client management to exchange information and/or make presentations on information systems concepts.
- Reviews and maintains contact with selected user groups with similar problems and user organizations.
- Attends outside technical meetings as directed, making presentations when necessary.

QUALIFICATIONS :

- Bachelor's Degree in Project Management, Information Technology, Computer Science, or related field. Four years of related experience can be used in lieu of a degree.
- 7 years of information technology experience, including 3 years of practitioner experience leading Agile / Scrum projects. This experience may include serving as a Program Manager, Release Train Engineer, Scrum Master, Product Owner, or Agile coach. (May also include experience in Agile / Scrum development methodologies & tools (SAFe preferred), DevOps / continuous deployment / integration process & tools, test-driven development, in test automation, Project and program management, Rapid prototyping, Code versioning and/or code merge.)

Preferred Job Qualifications:

- 7 years of practitioner experience leading Agile / Scrum projects.
- Scrum Master Certification/SAFE certification
- PMI Agile certification
- Leadership experience

Skills & Abilities:

- High degree of competency with PMBOK and PgMBOK (Program Management Body of Knowledge) methodologies and frameworks such as program management, project management, software development life cycle and ITIL. Six Sigma and Organizational development best practices a plus.
- Requires advanced knowledge in the field of computer science, including hardware and software products, computer systems, systems analysis, programming, development/maintenance process, and data management for large complex systems.
- Strong oral and written communication skills with the ability to create and deliver presentations to organization management including Senior Management are required.
- Must have demonstrated ability to effectively manage multiple, interdependent project teams and maintain program oversight with minimal management oversight.
- Ability to demonstrate presentation and facilitation skills working with key stakeholders and management including executive management preferred.
- Experience in interpreting and explaining specialized or complex material into information consumable by the public preferred.
- Must have demonstrated ability to critically analyze business information and process flows, gather relevant requirements and generate business, functional and technical specifications needed for successful delivery.
- **Decision Making:** Must have demonstrated ability working with a project team to help shape policy and to make complex decisions involving new applications, systems studies, software purchase requirements analysis, business evaluations, cost effectiveness innovations, installation decisions, and business planning for systems that use advanced state-of-the-art technology. Must have demonstrated ability making decisions that require significant use of extensive technical, functional, leadership, and managerial skills to maximize benefits, while minimizing impacts on all external/internal information systems and headquarters/field personnel.
- **Analytical & Creative:** Must have experience identifying, defining, quantifying and solving project-related issues on a regular basis. Must have experience using creativity/innovative approaches to resolve issues despite minimum lead times and with minimum requirement definition for changes or projects of major proportions. Must have experience correlating requirements and information from multiple sources, anticipating both current and future processing and management information needs, analyzing their potential impacts, and creating new technical solutions for these needs.

ACCOUNTABILITIES:

Coach multiple scrum or product teams to become self-organized, cross-functional and highly efficient teams that deliver high-quality products.

Facilitate scrum-level and program-level events such as program increment (PI) planning, backlog creation/grooming, prioritization, stand up meetings, estimation, showcase and retrospectives.

Collaborate with Product Owner and business leaders to plan roadmap execution based on estimates and capacity; also identify risks to the plan.

Clarify deliverables and assignments to the scrum teams and remove impediments.

Facilitate documenting, publishing and executing the teams continuous improvement plan (based on retrospectives).

Publish the teams agile metrics to management and stakeholders.

Coach and mentor the scrum masters in scrum adoption and continuous improvement.

Facilitate the documentation of working agreement, definition of ready and definition of done for the agile program.

Conduct change management.

Engage Product Owners, Portfolio Leads, and PMs to fulfill their individual roles.

Lead scrum adoption practices across the organization and related Community of Practices.

Develops, manages, and builds strong relationships / partnerships with clients, vendors, peers/other teams, and staff to ensure a high level of personal and team understanding of the client's business operations, IT support needs, and IT service expectations.

Effectively manage all areas of projects including initiating, planning, executing, controlling and closing of projects.

Effectively manage multiple, complex Agile programs, including up to 5-7 individual product lines, workstreams, or initiatives, ranging from medium to extra-large in size, high complexity, and cross-divisional in nature. These programs may range in duration for multiple years, and range in budget from \$0 to \$5,000,000+.

Assist in management of larger, more complex, cross-functional projects in support of senior project management staff.

Provide regular reporting and visibility on program statuses.

Define and oversee the business and financial results expected from a program; develop implementation plans, conduct risk assessments and develop and implement strategy; must ensure that underlying projects will effectively integrate with existing competing projects and strategies to both short and long term business goals.

Maintain oversight of underlying project teams in coordination with individual project managers, identify in advance necessary resources and assign tasks and timeframes to facilitate successful completion of identified projects within the scope of assigned programs.

Manage technical challenges of applications and new product development; identify, communicate and manage all levels of risk to program business owners and senior management.

Successfully identify and communicate risk, scope creep and create actionable risk mitigation plans.

Continuously adheres to project management standards, processes, and procedures to ensure that products and services meet the client requirements in a cost-efficient manner.

Mentors junior-level Agile professionals (scrum masters) in areas of professional development and skills enhancement.

Actively pursues personal skills development to ensure growth and the ability to demonstrate a high level of quality and productivity.

Actively participates in the aligning work and work habits with the organization's strategic and complementary tactical plans. The strategy and tactics are to be responsive to and properly aligned with the organization's mission, goals, and objectives.

Adheres to Agile program, project and quality related processes in collaboration with fellow program managers and department management. Demonstrates leadership in evaluating current processes, recommending improvement opportunities, and evangelizing new processes with program management staff.

Understands departmental goals and objectives and delivers work products to contribute to those goals.

Essential Functions:

Job duties are performed in a normal and clean office environment with normal noise levels.

Work is predominately done while standing or sitting.

The ability to comprehend, document, calculate, visualize, and analyze are required.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an

exhaustive list of all responsibilities, duties and skills required of employees so classified.

#LI_DB1

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If you are an individual with a disability and require a reasonable accommodation to complete an application, please contact recruiting@bcbsla.com for assistance.

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Blue Cross and Blue Shield of Louisiana performs background and pre-employment drug screening after an offer has been extended and prior to hire for all positions. As part of this process records may be verified and information checked with agencies including but not limited to the Social Security Administration, criminal courts, federal, state, and county repositories of criminal records, Department of Motor Vehicles and credit bureaus. Pursuant with sec 1033 of the Violent Crime Control and Law Enforcement Act of 1994, individuals who have been convicted of a felony crime involving dishonesty or breach of trust are prohibited from working in the insurance industry unless they obtain written consent from their state insurance commissioner.

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JOB CATEGORY: Project/Program Management

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[EEO is the Law | EEO is the Law Supplement](#)

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