

Bank Agile Product Owner Senior

USAA · Phoenix, AZ (On-site) · 35 applicants

Updated : Aug 25, 2023

\$95,250/yr - \$182,030/yr (from job description) · Full-time

10,001+ employees · Financial Services

45 company alumni work here · 54 school alumni work here

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About the job

Why USAA?

At USAA, we have an important mission: facilitating the financial security of millions of U.S. military members and their families. Not all our employees served in our nation's military, but we all share in the mission to give back to those who did. We're working as one to build a great experience and make a real impact for our members.

We believe in our core values of honesty, integrity, loyalty, and service. They're what guides everything we do – from how we treat our members to how we treat each other. Come be a part of what makes us so special!

We are seeking a dedicated Bank Agile Product Owner Senior.

This position is a hybrid work type and can be based in one of the following locations: San Antonio, TX; Plano, TX; Phoenix, AZ; Charlotte, NC; Colorado Springs, CO or Tampa, FL. Hybrid roles help employees gain the best of both worlds – collaborating in-person in the office and working from home when needed to achieve focused results.

Job Profile Summary

Works directly with the Bank agile team to prioritize work to derive business outcomes while delivering on Bank agile team commitments and ensuring the voice of the customer is strongly represented. Accountable for making decisions and prioritizing the Bank agile team backlog to drive business outcomes in service to the Business strategy. Acts as 'voice

of the end-user'. Brings a data-driven approach to decisions and impediment removal including strategic priorities and funding allocation. Sets product / value stream direction and ensures it is aligned with vital team members across the organization. Establishes a Bank agile team culture routed in clarity and learning, for seeking opportunities for testing & learning, continuous Bank agile team/process improvement and quality.

What You'll Do

- Ensure risks associated with business activities are effectively identified, measured, supervised, and controlled in accordance with risk and compliance policies and procedures.
- Accountable for communicating and driving the vision and strategy effectively to key partners and Bank agile team members. Ensures delivery of quality product and member experience solutions through collaboration with team members to resolve business needs.
- Responsible for working closely with the Team-of-Teams Lead to assist in clarifying and driving alignment on the business strategy, goals, and objectives. Translates this understanding into a clear vision for the Bank agile team to advise the creation and prioritization of the Bank agile team's backlog of work.
- Partners with Team-of-Teams Lead to define and clearly communicate acceptance criteria for output based on business requirements and customer needs.
- Anticipates and solves sophisticated issues using a data-driven approach to decision making including allocating funds and developing and supervising Objectives and Key Results (OKRs) that drive Bank product success. Delivers against Bank agile team level OKRs.
- Acts as "voice of the end-user".
- Proactively seeks customer feedback to learn and better understand their needs and requirements to ensure end user value is delivered to the marketplace.
- Owns Bank agile team backlog (grooming, prioritization, and refinement).
- Responsible for maintaining a groomed backlog of user stories; works with the Agile Bank agile team to estimate story size and complexity.
- Optimizes the flow of value through the multi-Bank agile team Agile environment and progresses towards objectives, goals, and commitments, while removing impediments, resolving conflicts, and handling risks and issues.
- Begins to take a strategic view and think proactively about the right way to meet objectives.
- Acts in service of the Bank agile team's needs and goals; offer feedback on work-in-progress, clarifies requirements, anticipates, and removes roadblocks or impediments that may prevent the Bank agile team from progressing on objectives and answers questions.

- Looks for opportunities for continuous Bank agile team and process improvement. Makes recommendations to leadership.
- May lead functional Bank agile teams or projects with moderate resource requirements, risk, and/or complexity.
- Ensures risks associated with business activities are optimally identified, measured, supervised, and controlled in accordance with risk and compliance policies and procedures.

What You Have

- Bachelor's degree: OR 4 years of related experience (in addition to the minimum years of experience required) may be substituted in lieu of degree.
- 6 years of experience in process improvement, project delivery, business/requirements analysis or directly related to supported business operations/product line.
- Knowledge of multiple technical software delivery methodologies (i.e., Agile, Waterfall, SAFe).
- Advanced experience analyzing business requirements, process flows and use cases to find opportunities to streamline business processes in accordance with risk management framework and regulatory requirements.
- Advanced knowledge and demonstrated use of Process Engineering methodologies.
- Solid understanding of applicable banking, regulatory, compliance policies including applicable laws, rules, and regulations.
- Communicates difficult concepts and negotiates with others to adopt a different point of view.

What Sets You Apart

- Prior Bank Digital Risk and/or Compliance background/experience.
- Prior experience using Smarsh or other web archiving applications.
- Prior experience in managing oversight of Digital content controls.
- Prior experience in managing a quality control/assurance program.

The above description reflects the details considered necessary to describe the principal functions of the job and should not be construed as a detailed description of all the work requirements that may be performed in the job.

What We Offer

Compensation: USAA has an effective process for assessing market data and establishing ranges to ensure we remain competitive. You are paid within the salary range based on your experience and market data of the position. The actual salary for this role may vary by location. The salary range for this position is: \$95,250 - \$182,030.

Employees may be eligible for pay incentives based on overall corporate and individual performance and at the discretion of the USAA Board of Directors.

Benefits: At USAA our employees enjoy best-in-class benefits to support their physical, financial, and emotional wellness. These benefits include comprehensive medical, dental and vision plans, 401(k), pension, life insurance, parental benefits, adoption assistance, paid time off program with paid holidays plus 16 paid volunteer hours, and various wellness programs. Additionally, our career path planning and continuing education assists employees with their professional goals.

For more details on our outstanding benefits, please visit our benefits page on [USAAjobs.com](https://usaa.jobs.com).

Relocation assistance is **not** available for this position.

#FSB

USAA is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.