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# Technical Program Manager

1396163

<b>LOCATION:</b> Offsite, San Jose, California, US	<b>JOB TYPE</b> Professional
<b>ALTERNATE LOCATION</b> Remote-US	<b>TECHNOLOGY INTEREST</b> *None
<b>AREA OF INTEREST</b> Customer Experience	<b>JOB ID</b> 1396163
<b>COMPENSATION RANGE</b> 160300 USD - 232900 USD	

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## Who We Are

Cisco's ONEx organization (Operations + Customer Experience) is one of Cisco's largest organizations and the ONEx Technical Program Management team is driving engineering teams to deliver value to our customers & partners via our product portfolio. The Portfolio Management and Shared Services team is charged with creating a culture of learning and exemplifying and enabling leading practices in agility through our product development programs. In this time of unprecedented change, we are looking for top talent to lead critical engineering capabilities that will redefine success for Cisco and our customers.

## What You'll Do

As a senior Technical Program Manager, your primary role is that of an end-to-end delivery leader. You are the one that can see the forest and all the different types of trees. You are great at seeing how the pieces of the puzzle fit together and bringing all the right people at the right moments to make the right decisions. You are primarily accountable for orchestrating the successful delivery of all the projects under the program. You will work with key program team members, partners, and program co-leaders to accomplish this. Frequent, open communication and continuous reviews of team progress (with extra attention to obstacles and risks) should be second nature. It is critical to ensure that the development is done per the business product manager priority with appropriate team capacity.

## Who You'll Work With

This cross-functional role will blur organizational boundaries to guide technical teams through the engineering execution journey. Every day and every interaction will be unique, but you will engage with a diverse representation of scrum leads, component leaders, engineers, UI/UX designers, product owners, product management and senior leadership.

## Responsibilities :

- Drive end-to-end engineering delivery and own the engineering timeline
- Ensure capacity can meet the program demands and call out needs when required
- Cultivate a cohesive and aligned program leadership team at the program team of teams (ToT) level
- Set the culture and tone for how program team members interact
- Identify and communicate program processes and operating model (using agile transformation standard methodologies)
- Establish and operate ways to uphold continuous, open 2-way communication within the program team
- Establish and operate ways to maintain open communication with key program constituents and partners
- Remove or call out obstacles that are preventing team progress
- Drive efficient decision-making for the program and communicate decisions to program team, program constituents, and partners
- Inspect and adapt program processes and operating model regularly
- Ensure clear communication at all levels of the organization: status, roadblocks and needs of the team, as well as recognizing and celebrating successes

## Minimum Requirements :

- Around 10 years in a Technical Program Manager role
- One or more software program management certifications preferred : Certified ScrumMaster (CSM), Certified Scrum Practitioner (CSP) or PMI Agile Certified Practitioner (PMI-ACP)
- Thorough understanding of enterprise software development and/or infrastructure processes and lifecycle; ability to adjust and apply this knowledge in a dynamic environment using agile methodologies
- Strong technical proficiency, and experience with both application and platform components
- Outstanding organizational, communication, interpersonal, relationship building skills conducive to collaboration; work well in a multi-functional, matrix management environment
- Excellent analytical and problem-solving skills with a history of hands-on, detail orientation
- Consistent track record of building motivated, collaborative, and productive teams, including remote team members
- Comfortable with ambiguity and fast changes with an ability to adapt as needed
- Ability to establish credibility and rapport with senior executives and technical and non-technical team members alike
- Ability to work under tight deadlines while being flexible and responding to changing business and technical conditions

Cisco offers an outstanding employee benefits package including to health insurance (health, dental, vision), 401k matching of 4.5% annually, almost 9 weeks of paid time away including 20 days PTO, 10 days for volunteering, your birthday, 10 holidays and Cisco Day For Me scheduled wellness days.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please, contact us to request accommodation.

## Message to applicants applying to work in the U.S. :

When available, the salary range posted for this position reflects the projected hiring range for new hire salaries in U.S. locations. For non-sales roles, the hiring ranges reflect base salary and do not include bonuses, equity, or benefits. Hiring ranges for sales positions include base and incentive target, and do not include equity or benefits. Individual pay is determined by the candidate's hiring location and additional factors, including but not limited to skills, experience, and relevant education, certifications or training. Applicants may not be eligible for the full salary range based on their U.S. hiring location. The recruiter can share more details about compensation for the role in your location during the hiring process.

## Why Cisco?

#WeAreCisco. We are all unique, but collectively we bring our talents to work as a team, to develop innovative technology and power a more inclusive, digital future for everyone. How do we do it? Well, for starters - with people like you!

Nearly every internet connection around the world touches Cisco. We're the Internet's optimists. Our technology makes sure the data travelling at light speed across connections does so securely, yet it's not what we make but what we make happen which marks us out. We're helping those who work in the health service to connect with patients and each other; schools, colleges and universities to teach in even the most challenging of times. We're helping businesses of all shapes and size to connect with their employees and customers in new ways, providing people with access to the digital skills they need and connecting the most remote parts of the world - whether through 5G, or otherwise.

We tackle whatever challenges come our way. We have each other's backs, we recognise our accomplishments, and we grow together. We celebrate and support one another - from big and small things in life to big career moments. And giving back is in our DNA (we get 10 days off each year to do just that).

We know that powering an inclusive future starts with us. Because without diversity and a dedication to equality, there is no moving forward. Our 30 Inclusive Communities, that bring people together around commonalities or passions, are leading the way. Together we're committed to learning, listening, caring for our communities, whilst supporting the most vulnerable with a collective effort to make this world a better place either with technology, or through our actions.

So, you have colorful hair? Don't care. Tattoos? Show off your ink. Like polka dots? That's cool. Pop culture geek? Many of us are. Passion for technology and world changing? Be you, with us! #WeAreCisco

## Message to applicants applying to work in the U.S.:

When available, the salary range posted for this position reflects the projected hiring range for new hire, full-time salaries in U.S. locations, not including equity or benefits. For non-sales roles the hiring ranges reflect base salary only; employees are also eligible to receive annual bonuses. Hiring ranges for sales positions include base and incentive compensation target. Individual pay is determined by the candidate's hiring location and additional factors, including but not limited to skillset, experience, and relevant education, certifications, or training. Applicants may not be eligible for the full salary range based on their U.S. hiring location. The recruiter can share more details about compensation for the role in your location during the hiring process.

U.S. employees have [access](#) to quality medical, dental and vision insurance, a 401(k) plan with a Cisco matching contribution, short and long-term disability coverage, basic life insurance and numerous wellbeing offerings. Employees receive up to twelve paid holidays per calendar year, which includes one floating holiday, plus a day off for their birthday. Employees accrue up to 20 days of Paid Time Off (PTO) each year and have access to paid time away to deal with critical or emergency issues without tapping into their PTO. We offer additional paid time to volunteer and give back to the community. Employees are also able to purchase company stock through our Employee Stock Purchase Program.

Employees on sales plans earn performance-based incentive pay on top of their base salary, which is split between quota and non-quota components. For quota-based incentive pay, Cisco pays at the standard rate of 1% of incentive target for each 1% revenue attainment against the quota up to 100%. Once performance exceeds 100% quota attainment, incentive rates may increase up to five times the standard rate with no cap on incentive compensation. For non-quota-based sales performance elements such as strategic sales objectives, Cisco may pay up to 125% of target. Cisco sales plans do not have a minimum threshold of performance for sales incentive compensation to be paid.

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