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# Example of Director, Program Management Job Description

Our company is looking to fill the role of director, program management. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for director, program management

* Manage customer relationship on a Global basis and will act as the key escalation point globally for all product programs, projects and operational performance issues
* Work with Design and Operations globally to ensure the appropriate Project Managers and project resources are assigned to all customer projects
* Provide the necessary leadership and support to Project Managers (design, NPI, lead ) to manage projects in line with project management processes and associated policies and procedures
* Proficient with MS-Office (Word, Excel, Project & PowerPoint) needed
* Facilitation leadership of required resolution or development of new initiatives in conjunction with TCCC BU technical leadership, bottlers, and technical functions
* Manage the tracking and resolution of major operating routines both internally and externally with MEC
* Tracking all budget, resource and project management standard metrics to ensure successful TCCC support to MEC
* Supporting the training and full use of Clarity by all Program Managers
* Assist in the creation of statements of work, agreement creation and modification and definition of required supporting documents
* Supervise team of Project Managers split across hardware, software, and product teams in the Premise Technology organization

## Qualifications for director, program management

* Entrepreneurial, self-starter who can quickly assess a situation/project and get the people organized and headed in the right direction
* Driving CPE focused development programs that stretch across Video, Broadband, Wi-Fi, Home Security, and Remote Controls
* Creating, communicating, and maintaining Schedule of Record program timelines, meeting expected deliverables, reporting up on status, and setting stakeholder expectations
* Work closely with Product Development, Network Engineering, Systems Architecture, CPE Software Development, other internal Field delivery organizations
* Drives final program execution and hand-off by creating tight partnerships with Field delivery
* Maintains comprehensive program dashboard