

TECHNICAL PROGRAM MANAGER

Department: Product & Program Management Office
Manager: Brenden forte
Location: Minneapolis, MN (Secondary Locations: San Diego, Chicago, Nashville, Remote)
FLSA: Exempt / Full-Time

ABOUT FIGG

Figg is a leading digital advertising platform that drives impactful consumer engagement for some of the most innovative fintechs, financial institutions, and merchants in the United States. We are redefining the way advertisers and consumers connect, utilizing vast payments data, advanced targeting and analytical insights, and a highly configurable platform that enables our clients of all sizes to deliver relevant and rewarding consumer experiences. Our foremost card-linked platform features the most diverse portfolio of advertiser-funded offers designed to drive incremental sales volume and loyalty for all clients in our rapidly expanding ecosystem.

POSITION SUMMARY

The Technical Program Manager is responsible for leading all client implementations at Figg as well as multiple high impact projects to support the organization's strategic growth initiatives. While leading large-scale programs and internal projects, you will work cross-functionally to engage stakeholders, assess risks and opportunities, and drive the execution of projects to meet project and client goals. This position will have people reporting into it, so team leadership skills are essential.

The ideal candidate is comfortable as being client-facing as well as an internal project leader. You understand the importance of client success and the deliverables needed to ensure success.

As a Technical Program Manager, you are well organized, a self-starter, and a creative problem solver. You have a proven history of leading teams that are responsible for delivering multiple projects simultaneously, communicating updates to stakeholders, and ensuring each project meets the criteria for success on-time and on-budget.

DUTIES & RESPONSIBILITIES

- Lead large-scale implementations projects requiring contributions and coordination from multiple cross-functional teams.

- Manage the client relationship during the implementations phase, as well as hand offs between business development and customer success teams.
- Use detailed knowledge and experience in blending traditional program management principles and practices with an Agile development approach to ensure the appropriate level of planning and monitoring to facilitate timely and high-quality implementations.
- Drive each applicable stage throughout the project lifecycle and ensure critical information is shared among applicable team members and stakeholders.
- Ensure teams are delivering against the plan and work with the teams to raise concerns and hold teams accountable for actions.
- Creation of Initiative Frames, Statuses, and working with relevant teams to get tasks, issue, and risk updates.
- Provide day-to-day leadership and work direction across all projects.
- Leading a team of Technical Project Specialists.

THE IDEAL CANDIDATE

- 5+ years of relevant work experience.
- 2+years of people management experience.
- Experience leading technical client implementations using APIs, SFTP, and other related technologies.
- Thorough understanding of project management techniques and methods.
- Demonstrated ability to communicate and collaborate effectively in a cross-functional environment.
- Proven ability to listen well and provide sound reasoning grounded in data, strategy, and empathy.
- Excellent presentation and communication skills with the ability to adjust for executive, technical and non-technical audiences.
- Successful achievement of spearheading new strategic initiatives, driving large complex projects, and managing senior-level external stakeholders.
- Knowledge of digital advertising landscape is a plus (adtech, martech, fintech, social, data, and technology platforms, as well as media agencies, publishers, and direct marketers).

REQUIREMENTS

- Bachelor's degree in business or related field is preferred but not required
- PMP, CAPM, or CSM preferred

RIGHT TO WORK

- Must have legal right to work in the USA