

Position Title: Strategic Program Manager

Classification: IS32

Department/Account: Corporate, Project Delivery Services

Job Code: 90000671

Work Unit: Project Delivery Services

Job Title: Information Systems Level 32

Manager Title: Director, Governance, Standards and Analytics

Last Updated: July. 2026

DEPARTMENT OVERVIEW

Strategic Portfolio Management Organization (SPMO) is responsible for supporting business strategies and achieving business results through strong project delivery, flexible project management governance, processes and standards, and accurate and timely reporting.

DESCRIPTION

As a key member of the Strategic Portfolio Management Organization (SPMO), the Strategic Program Manager uses exceptional organizational, project delivery and communications skills to track, document, and report program status and results to team members, management, and other stakeholders. The position provides leadership, consulting, monitoring, and problem resolution for programs and promotes and supports project management culture, methodology, practices, and procedures to every level of the organization.

The Strategic Program Manager role will report in through the Director Governance Standards and Analytics and will be accountable for delivering strategic programs and projects that are critical to client and ESIT Advanced Solutions organizational objectives. The individual will be expected to produce high quality project and program management collateral, have demonstrated leadership experience, and exhibit relationship management skills and capabilities that will elicit confidence with diverse teams and stakeholders.

ACCOUNTABILITIES/DELIVERABLES

- Program Leadership – provide leadership on complex strategic projects through all phases of the Project Management lifecycle according to established standards and during the pre-sale cycles if required;
- Program Cost Management – review and support project budgets based on approved forecasts. Ensure budgets align with program and business objective. Ensure sound financial management by providing financial reports, approving and issuing invoices in a timely manner and aligning invoices with contractual obligations;

- Program Scope Management – support scope efforts of the Project Managers. Ensure appropriate scope management through Project Change Request management and timely escalations;
- Program Schedule and Resource Management - develop and manage integrated schedules based on approved project timelines; manage and direct assigned project resources. Work to resolve prioritization of projects;
- Program Change Management – ensure all changes to project cost, scope, and schedule are managed according to established change management processes;
- Program Issue and Risk Management – identify and prioritize project issues and risks, ensure risk handling plans are created, and managed.
- Stakeholder Management – Serve as the primary point of contact for internal and external stakeholders. Facilitate stakeholder meetings and ensure clear communication.
- Communications – present and communicate program status, risks, and issues to all stakeholders according to their needs. Able to develop executive level presentations, assess audience needs and address them accordingly;
- Standards and Methodology - recommend improvements to established project and program management standards, practices and tools, as appropriate;
- Team Leadership – manage team assignments, provide feedback to team members on their deliverables and performance-
- Professional Development and Training - Provide training to senior project managers, organizational directors and clients, including executive level representatives, to ensure understanding and adoption of methodologies.
- Strategic Planning and Program Performance Reviews - Develop and implement strategic plans to achieve program goals. Conduct regular evaluations of program performance using KPIs.
- Continuous Improvement - Identify opportunities for process improvements and implement innovative solutions to enhance program efficiency and effectiveness.
- Ensure consistency of PM Practices;
- Reaching out to clients on project and project manager performance proactively;
- Act as first line of response for project escalations;
- Mentor and support project managers;
- Assign project managers to projects;
- Represent Project Services at ESIT Advanced Solutions leadership meetings (as appropriate);
- Backfill for project managers as required;
- QA project collateral authored by project managers;
- Ensuring project managers complete assigned actions as required;
- Develop program level plans that address the program's scope, quality, risk, procurement, schedule, communication and budgets;
- Where required, establish program governance to ensure appropriate communication and decision making;
- Ensure stakeholder alignment and support for program initiatives
- Define, structure and monitor program performance at a strategic level to meet client and organizational needs;
- Manage interdependencies between projects to optimize resource utilization and achieve program objectives;
- Work with finance to plan and manage and control program budgets;
- Conduct financial analysis program-wide to optimize budget allocation and resource management;

- Present program level financial reports and forecasts to executive leadership
- Participate in drafting contract supporting documents (SCOs and SOWs) that cover multiple projects within a program, ensuring consistency and alignment.
- Act as a senior level consulting resource concerning all aspects of Program and Project management;
- Oversee performance management across all projects within the program;
- Lead and mentor senior project managers and scrum masters;
- Assess and mitigate risks across multiple projects, ensuring overall program stability;
- Manage high-level program risks and issues with executive stakeholders;
- Facilitate executive level stakeholder meetings and negotiations; and
- Resolve conflicts at the program level, ensuring smooth operation across multiple projects.
- Other - perform other related duties as directed by the responsible Leader.

Other Responsibilities:

- Collaborate with fellow Strategic Program Managers to ensure continuity of service across the project delivery portfolio. Maintain sufficient knowledge of program objectives, governance structures, financials, risks, stakeholder relationships, and delivery commitments to provide effective operational coverage during planned and unplanned absences, ensuring minimal disruption to clients, stakeholders, and project teams.
- Assists the Director with time tracking approvals for team members as required.

SUPERVISORY RESPONSIBILITIES

Direct (directly supervises assigned staff) 0

Indirect reports (supervises through subordinate supervisors) 0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Supervises students or volunteers: No

Provides formal training to other staff: Yes

Leads project teams: Yes

Assigns, monitors, and examines work of staff: Yes

FINANCIAL RESPONSIBILITY

Not applicable

SELECTION CRITERIA

Education and Experience

- Degree and 15 years of project and program management experience; or
- Diploma and 20 years of project and program management experience.
- PMP Certification would be an asset.
- Scrum Master Certification would be an asset.
- Scaled Agile Framework Certification would be an asset.
- Proven experience managing complex programs comprising multiple projects.

Related education and experience must be in the field of Business, Information Technology, and Project Management. There will be different combinations of relevant experience, education, and/or training that would result in the person meeting the above standards.

Knowledge, Skills, and Abilities

- Evidence of managing complex IT application development and/or infrastructure programs at an executive level;
- Knowledge of Agile frameworks and methods (i.e., Scrum, Kanban, XP and understanding of software development life cycle models as well as traditional project management principles and practices.
- Excellent interpersonal communication and presentation skills, with demonstrated ability to communicate with people at all levels of an organization;
- Ability to build consensus and apply effective conflict resolution techniques;
- Effective at using negotiation, persuasion, and influence to ensure successful project outcomes;
- Ability to review and interpret contractual documents;
- Ability to prioritize and work under pressure while effectively managing multiple complex projects;
- Ability to establish strong and effective working relationships with all levels of management and participate as an effective leader;
- Excellent team building skills, utilizing appropriate leadership styles to inspire shared vision
- Experience managing and directing team members in a unionized environment;
- Integrity based leadership to build open and honest communications based on shared values;
- Critical listening skills to ensure all project input is captured and actioned successfully;
- Demonstrated problem solving skills to help overcome project challenges effectively by developing alternative approaches and solutions to meet project needs;
- Ability to anticipate the consequences of project choices on the team, the client, and project outcomes;
- Experience and proven application of formal project management methodologies (PMBOK), SCRUM and SAFe processes, and tools at a program level;
- Knowledge of IT development life cycles (e.g. SDLC);
- Experience with implementing and managing change (Organizational Change Management);

- Ability to multi-task, work under pressure, meet deadlines, and effectively prioritize; and
- Supervisory and leadership skills.

Other Requirements

- May be required to work overtime.

REQUIRED COMPETENCIES

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|-----------------------|----------------------------|
| • Customer Focus | • Building Effective Teams |
| • Integrity and Trust | • Priority Setting |
| • Ethics and Values | • Decision Quality |
| • Motivating Others | • Business Acumen |
| • Drive for Results | • Organizing |

We take care of our people (what we offer):

Salary Package

- Employment Type: Full Time, Regular
- Union/Non-Union: Union - BCGEU
- Salary Grid Level: Level 32, Salary Schedule 2
- Annual Salary: \$133,306.19 - \$152,710.47 (Based on a 40 hour work-week)
- Office Location: Victoria, BC - Hybrid

Benefit Package

- 15 Vacation days, with entitlement increases with service
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

**An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.*
