

**Product Manager, Admin
Onboarding & Provisioning**



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 29, 2024

Published : Aug 29, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

About 1Password:

We all have important information we need to manage, and protecting it should be easy. Over 150,000 businesses and millions of people log in to 1Password to unlock smart, simple access to everything they care about. Our vision is to create a safer, simpler digital future for everyone, and our culture values simplicity, honesty and a human-centric approach to solving problems. Come help us unlock peace of mind so everyone can stay safer online.

We're looking for a customer-obsessed product manager to join our Admin Onboarding and Provisioning team who is excited to bring their passion and skills to help companies easily onboard their employees to 1Password. This role will focus on leveraging customer insights and data to develop a best in class provisioning experience that helps companies to protect their entire workforce with 1Password. You thrive by leading the trifecta of Design, Engineering, and Product to prioritize the most important customer problems that'll drive the most impact. We're looking for entrepreneurial problem solvers who come to the table not only with problems but with robust recommendations and solutions. Extra points if you have a customer-facing background in support, sales, or customer success that brought you into Product.

Our philosophy on Product consists of five core pillars:

- Focus and Execution: can you ship quickly and measure results?
- Customer Empathy: are you motivated first and foremost to solve customer problems?
- Effective Communication: can you bring the entire organization - horizontally and vertically - along on the journey?
- Go To Market: can you understand and drive the business outcomes through product decisions?
- Technology: articulating how our technology is the best choice compared to the competition.

Product Managers play a highly visible role in the company and are critical to the development and execution of our product strategy. As PM's, we are responsible for setting and championing the high bar for our products. You must excel at prioritization, collaboration and communication, all while holding yourself and others accountable for measuring quality and business results. Above all else, you must treat others with kindness, respect and with empathy.

You will be responsible for working with other PM's and cross functional partners to understand customer problems and define requirements so your engineering counterparts can create great solutions. You need to be able to take a holistic view of a customers' needs that holistically covers buyers, users, and administrators. You will be working with Engineering, Design, Marketing and GTM teams to ensure quality, security and usability of the products that you deliver.

Join a fast-scaling business with a unique blend of consumer and enterprise customers, where you'll be able to make a big impact in the lives of people needing simple and secure solutions for online security.

This is a remote opportunity within the US and Canada.

What we're looking for:

- 3+ years of experience owning a product or a set of features and being responsible for its ultimate success.
- Experience working on SaaS platforms or enterprise software.
- Strong understanding of user provisioning tools such as Okta, Entra ID, Google Workspace, etc.
- Experience with subscription models and user lifecycle management, including onboarding, offboarding, and role changes.
- Worked on features that enhance team management and administrative controls for user provisioning.
- Track record of shipping and improving software and driving business impact through the feature/product you owned.
- An action-bias that won't wait to create change.
- Obsession with understanding customer problems.
- Ability to represent the voice of the customer to motivate the team.
- Strong presentation and leadership skills.
- Excellent verbal and written communication skills that scales from technical to non-technical.
- Ability to inspire and bring together different teams and stakeholders to drive forward, solve problems and remove roadblocks.
- Ability to prioritize tasks and use data - both qualitative and quantitative - to drive decision-making.
- Background and experience in the fields of user privacy, security, identity and access management are a plus.
- Excellent presentation skills and experience training internal teams as part of bringing products to market, particularly the sales, support and customer success teams.

What you can expect:

- Working with a passionate, highly motivated Product team that is invested in your success and the success of your initiatives.
- A dynamic, highly collaborative environment.
- Empowerment to contribute to, and help drive, overall product strategy and the relative priority of the features you own on the roadmap.
- Being a part of the team that drives the success of 1Password, our products and business to the next level.
- Having fun working in a fast-paced environment and being part of the team that prioritizes close collaboration over rigid processes, while continuously embracing an entrepreneurial culture.

USA-based roles only: The annual base salary for this role is between \$121,000 USD and \$163,000 USD, plus immediate participation in 1Password's benefits program (health, dental, 401k and many others), utilization of our generous paid time off, an equity grant and, where applicable, participation in our incentive programs.

Canada-based roles only: The annual base salary for this role is between \$115,000 CAD and \$155,000 CAD, plus immediate participation in 1Password's generous benefits program (health, dental, RRSP and many others), utilization of our generous paid time off, an equity grant and, where applicable, participation in our incentive programs.

At 1Password, we approach each individual's compensation with a promise of fair market value and internal equity commensurate with experience and specific skill set.

What we offer:

We believe in working hard, and resting hard. We're always looking for new ways to support our team members, but here's a glance at what we currently offer:

Health and wellbeing

- > ☑ Maternity and parental leave top-up programs
- > ☑ Wellness spending account
- > ☑ Generous PTO policy
- > ☑ Company-wide wellness days off scheduled throughout the year
- > ☑ Wellness Coach membership
- > ☑ Comprehensive health coverage

Growth and future

- > ☑ Employee stock option program for all full-time employees
- > ☑ Retirement matching program
- > ☑ Training budget, 1Password University access, and learning sessions
- > ☑ Free 1Password account (and friends and family discount!)

Flexibility and community

- > ☑ Paid volunteer days
- > ☑ Employee-led DEIB programs and ERGs and ECGs
- > ☑ Fully remote environment
- > ☑ Peer-to-peer recognition through Bonusly

You belong here.

1Password is proud to be an equal opportunity employer. We are committed to fostering an inclusive, diverse and equitable workplace that is built on trust, support and respect. We welcome all individuals and do not discriminate on the basis of gender identity and expression, race, ethnicity, disability, sexual orientation, colour, religion, creed, gender, national origin, age, marital status, pregnancy, sex, citizenship, education, languages spoken or veteran status. Be yourself, find your people and share the things you love.

Accommodation is available upon request at any point during our recruitment process. If you require an accommodation, please speak to your talent acquisition partner or email us at nextbit@agilebits.com and we'll work to meet your needs.

Remote work is a part of our DNA. Given that our company was founded remotely in 2005, we can safely say we're experts at building remote culture. That said, remote work at 1Password does mean working from your home country. If you've got questions or concerns about this, your talent partner would be happy to address them with you.

Successful applicants will be required to complete a background check that may consist of prior employment verification, reference checks, education confirmation, criminal background, publicly available social media, credit history, or other information, as permitted by local law.

1Password uses an automated employment decision tool as a part of the recruitment process. See the latest bias audit [information](#). A reasonable accommodation, reasonable alternative selection process, appeal or to exercise your right to opt-out of AADM may be requested by emailing nextbit@agilebits.com with subject "AI accommodation request". For additional information see our [Candidate Privacy Notice](#).

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
