Senior Platform Product Manager

Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 21, 2024
Published : Jun 21, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

We're seeking an experienced, Senior Platform Product Manager to be a driving force behind our platform offerings and adoption at Jane. This isn't a typical role; it's a unique opportunity to blend cloud-based infrastructure, solutions assessment and delivery, and platform development tooling into a unified, coherent platform used by everyone building apps at Jane. Your users are the product development teams, and the work you'll perform will focus on helping them build out and scale the services and features they create into the hands of our clinics and their clients faster. Here at Jane, we believe in empowering our developers, enhancing our product team's creativity, and building a robust foundation that will support our next stage of growth. If you're passionate about creating a seamless developer experience and creating cloud-based platform products, we'd love to hear from you! Join us in building the platform that will shape the future of Jane and Allied Healthcare.

Like with all positions at Jane, this position is a remote position, allowing you to work anywhere you want across Canada. Building a delighted team who can delight our customers is part of Jane's DNA. In our most recent company-wide health check, 99% of our team agreed that our founders demonstrate people are important to Jane's success. On top of that, 98% of our team felt Manager cares about them as human beings and that they are supported when needing to arrange time off from work. We'd never claim to be perfect, but we're working hard to listen to our people and improve each day.

We really want the people who work at Jane to love being here, so it's important that we start with a bit about what makes our company unique and try to be as transparent as possible. Our values also provide some insights into Jane and hopefully, you'll have a better idea if this might be the kind of company you want to be part of.

Before we were Jane, our Co-Founders were solving problems for their own clinics not realizing that a few years later, this team would grow to support tens of thousands of healthcare practices in more than 60 countries. Our platform is now helping to modernize the world of practice management software. We enable the likes of physiotherapists, mental health counsellors, chiropractors, and other allied health practitioners to run their practices in a digital-first way through features such as online booking, charting, scheduling, telehealth, and billing along with an evolving library of features. You can see more of them here. Although we've grown, still to this day, we're rooted in solving clinics' problems and making sure we don't lose sight of Jane's vision.

We have remained profitable for the past seven years, we're product-led and growing organically (and responsibly) to the point where 85% of our customer growth is either from customer referrals or word of mouth. Growth like this is unique, especially in the world of SaaS, and it doesn't happen by chance. We have a brilliant team of over 400 Janers who are doing an amazing job of listening to our customers, building what they need, and providing industry-leading support. We pride ourselves on flexibility & autonomy, some of our team block out their calendars to pick up their children from school (and this is normal at Jane), and we even have a #kids channel in Slack.

We're not a clock-in clock-out system-type environment. With that being said, we're not going to paint the picture of a perfect environment either. We're a company that's scaling quickly, we have many moving parts, many of us are doing this for the first time and sometimes, we don't have processes in place or clear views which can require a lot of resourcefulness and a passion for problem-solving.

With all that to say, if you're looking for an environment where you can grow, stretch yourself, and work with some incredibly talented people on problems that are positively impacting people's lives, Jane could be the place for you.

Compensation Expectations for the Role

Jane's committed to paying our team members fairly, clearly, and above all, paying for growth. This role has a minimum annual salary of $117,100 and a maximum annual salary of $182,900. As you may have noticed, this salary range is quite large, and this is intentional to account for the growth someone will experience in the role throughout their time at Jane (i.e., from building the skills, to accomplished, to highly proficient, all the way to achieving excellence in the role). **When hiring talented folks to join the Jane team, we've found that new team members are best set up for success when hired with the expectation of being fully accomplished in the role, which for this role would reflect a salary between $139,000 to $146,300.** It's also possible to join Jane at a salary above or below this, which would mean a salary below $139,000 which typically reflects someone who has all the potential to be fully accomplished in the role but doesn't yet possess all the skills required, while a salary above $146,300 is typically for individuals who are currently in this role at Jane and had the opportunity to make a significant positive impact on our customers, product and company with deep Jane knowledge. At Jane, we pay for growth, which means that you'll continue to have conversations about your career development with your manager and see your compensation grow over time as you build an amazing career with us.

More information on Jane's benefits package can be found here.

Learn more about Jane's approach to compensation here

The impact you could have…

• Productize the platform offerings for Jane's application and services portfolio
• Develop, refine and drive adoption of developer-facing platform products, with a focus on AWS Elastic Kubernetes products, services, pipeline, and administration
• Provide platform tools and services that enable Jane's product development teams to ship at scale
• Be a force-multiplier through creating the strategy, roadmap and release plan for a platform that enables Jane to deliver on its product strategy

The experience we feel we need...

• 4+ years as a Product Manager with a track record of shipping product development tools and/or APIs with at least one 0 to 1 product in your past
• A strong technical background in/understanding of how cloud services are used as a platform (experience with AWS ECS and/or EKS a benefit)
• Experience working with monolithic and microservices architecture, APIs and/or building out a company-wide platform
• Deep understanding of design and/or developer workflows, platforms and tooling
• Demonstrable ability to work through challenges and getting everyone on your team rowing in the same direction
• Previous work defining and delivering on product strategy, roadmaps, and release plans
• Working with qualitative feedback and backing it with data while always keeping the product developer (your customer) at the centre

At Jane, we're committed to fostering an environment that allows you to come to work as your truest self. We believe it's important to actively recognize, embrace, and celebrate our differences in order to make Jane an inclusive, equitable, and diverse workplace.

We want to build a team of people who make conversations rich with perspective and experience. We are committed to listening to every voice in order to learn and grow because doing this will allow us to meet the needs of the diverse community of helpers that Jane serves.

We do not tolerate discrimination, prejudice, or oppressive isms of any kind. Employment is decided on the basis of qualifications, merit, experience, and the needs of the Jane community. We encourage anyone who requires accommodation or adjustments throughout the interview process to let us know, and we will do our best to support you.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits