

Senior Technical Product Manager, SaaS Platform



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 05, 2024

Published : Aug 05, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

About eSentire

eSentire is on a mission to hunt, investigate and stop cyber threats before they become business disrupting events. We were founded on the premise that if you can't find a solution, you build it. Entrepreneurship and innovation are in our DNA. Our culture is based on transparency, teamwork, and continuous innovation.

As the authority in Managed Detection and Response, we protect the critical data and applications of 2000+ organizations in 80+ countries, across 35 industries from known and unknown cyber threats.

The Opportunity

eSentire continues to expand our innovative suite of Cyber Resilience offerings delivering customers world-class Security outcomes to our global customer base. Our XDR SaaS platform is the center of gravity and enables our customers to engage with our offerings, improve their security posture through understanding their overall threat landscape, and surface actionable proof points of value allowing customer to continuously improve their cyber resilience. We are seeking an experienced, passionate, customer focused Product Manager with strong background in SaaS platforms with a focus on delivering security and compliance outcomes that scale.

Why We Want You

Your passion for innovation is second only to your commitment to delivering a world-class customer experience. Your deep experience in SaaS applications and/or Cloud Security makes you a subject matter expert who understands what it takes to deliver a 24 x 7 service. Your focus on metrics means you are always on the pulse of the health of your offerings and measured by customer satisfaction, growth, and healthy business metrics. Accountability is in your DNA and cross-team collaboration is one of your super-powers resulting in launching highly differentiated offerings. You love talking to customers, building for the channel, and you take incredible pride in being a Product Manager.

Job Summary

We are seeking an experienced Product Manager to join our team and lead the development of our SaaS platform. The ideal candidate should have a strong background in SaaS product management working closely with engineering and delivery teams with experience in SaaS features, security, and customer experience. In this role, you will be responsible for managing the entire product lifecycle, from ideation to launch and post-launch optimization of eSentire core SaaS platform. You will work closely with cross-functional teams, including engineering, delivery, design, marketing, and sales, to ensure that our SaaS platform meets the needs of our customers and stays ahead of the competition.

Key Responsibilities

- Develop and maintain a deep understanding of our customers' needs, pain points, and workflows.
- Create and maintain a platform roadmap that aligns with our company's strategic goals and priorities.
- Build innovative capabilities that drive engagement, self-service, and differentiate our customer experience.
- Collaborate with engineering and design teams to ensure that product features are developed on time and meet customer requirements.
- Conduct market and competitive research to identify new opportunities and ensure our SaaS platform stays ahead of the competition.
- Partner with sales and marketing teams to develop product messaging, positioning, customer demos, and go-to-market strategies.
- Define, monitor and analyze product metrics to identify opportunities to accelerate engagement, optimization, and growth.
- Stay up-to-date with industry trends, emerging technologies, and best practices in SaaS product management.
- Drive Agile best practices and assist in driving break down and grouping of Initiatives/Epic for tracking and release management.

Requirements

- Bachelor's degree in computer science, engineering, business, or a related field.
- 5+ years of experience in product management for SaaS platforms, with a track record of launching successful products and features working closely with Engineering.
- 5+ year of experience in Cyber Security ideally in a delivery or product management function
- Experience building and expanding a SaaS platform, including defining requirements, and leading an agile development process.
- Strong knowledge of SaaS features, security, and customer experience.
- Excellent communication, collaboration, and leadership skills.
- Ability to work in a fast-paced, dynamic environment and manage multiple projects simultaneously.
- Proven analytical and problem-solving skills.
- Strong attention to detail and ability to prioritize tasks effectively.
- Familiarity with UX/UI design principles and best practices.

Our Culture and Values

At eSentire we work in a collaborative and innovative work environment. We work with brilliant and passionate people who strive and encourage others to do their best. eSentire's idea-rich environment welcomes creative and sometimes unconventional perspectives!

We celebrate diversity, operating with mutual respect and consideration, in an environment that fosters inclusivity for all. We believe that a variety of perspectives, backgrounds, and experiences make us stronger – if you're enthusiastic about this opportunity but don't meet every qualification, we encourage you to apply anyway. It takes a diverse set of thoughts, cultures, backgrounds, and perspectives to be a true market leader.

Total Rewards

We believe in rewarding performance and providing comprehensive benefits tailored to support your well-being. Our package includes comprehensive health benefits, a flexible vacation plan, and participation in our company-wide equity program, allowing you to share in the success and growth of our organization.

Accommodation

If you have any accessibility requirements during the recruitment process, please reach out to our HR team at aoda@esentire.com and any accommodation needs will be addressed upon request. Your talents and unique perspectives are valued, and we look forward to the opportunity to work together to build a more inclusive future.

It's our mission at eSentire to protect our customers 24/7/365 and we extend this conviction to job seekers. During the application and interview process, eSentire will communicate with you from one of our corporate "@esentire.com" email addresses, never from a public email address. We strive to provide a welcoming, respectful, and thorough interview process, providing the candidate with ample opportunity to spend time with the hiring manager, recruiter, and future colleagues face to face, or using a video conference technology.

#LI-SJ1

#LI-Remote

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
