Technical Product Manager
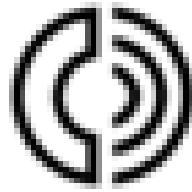
Phone :
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Job Summary

Vacancy :
Deadline : Jul 25, 2024
Published : Jun 25, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

In this role, you will be leading the product strategy for Readymode's current product and Readymode next generation, a cutting-edge contact center platform. As a Technical Product Manager, you will play a critical role in shaping the future of our auto dialer products. This position requires a unique blend of business and technical expertise. You will be responsible for managing both our legacy systems and our new product innovations.

What You'll Do

Product Leadership and Execution:
• Lead the technical vision and strategy for our auto dialer products, ensuring alignment with the company's goals and market needs.
• Provide strong product leadership for both the legacy and new products.
• Develop product strategy and owning initiatives to completion
• Ensure effective communication of the product vision and strategy to the cross-functional teams to ensure product development and release goals are met.
• Drive a customer-centric approach, advocating for user needs and experiences throughout the product lifecycle.

Product Strategy and Roadmap Planning:
• Develop and communicate a cohesive product strategy aligned with company goals and market demands.
• Drive the migration of key components of our product to the cloud, optimizing for performance and cost.
• Conduct comprehensive market research to identify trends, customer needs, and competitive positioning.
• Define and prioritize features based on business value and customer impact, using data from our loyalty and support teams.
• Create and maintain a detailed product roadmap, outlining release schedules and key milestones.
• Collaborate with stakeholders to gather input and feedback for refining and adjusting the roadmap.

Cross-Functional Collaboration:
• Collaborate closely with engineering teams to harden our existing product, enhancing its reliability, scalability, and security.
• Collaborate with marketing to develop effective product positioning, messaging, and go-to-market strategies.
• Engage with sales teams to provide product training and support for successful launches.
• Support all GTM teams with product knowledge including product enablement, training, and demos.

Product Development and Performance Analysis:
• Define and document detailed product requirements, user stories, and acceptance criteria. Then transform initiatives into user stories that factor in risks, dependencies, requirements, etc.
• Work closely with the development team throughout the product development lifecycle to ensure the successful execution of the product roadmap and identify risks for project timelines.
• Conduct regular product reviews and provide feedback to ensure alignment with objectives.
• Define and monitor KPIs to evaluate product performance.
   - Analyze customer feedback, market data, and usage metrics for continuous product improvement.
• Measure and grow feature adoption to enhance new user/customer acquisition and retention efforts.

Required Qualifications/Experience:
• Bachelor's degree in a related field; MBA or equivalent experience is a plus.
• Proven experience as a Technical Product Manager in tech or telecom
• Extensive experience with agile development methodologies and proven ability to write effective technical requirements such as User Stories, Epics, and Use Cases
• Demonstrated ability to lead cross-functional teams, especially engineering teams to drive key results.
• Familiarity with Readymode's technology stack
• Strong analytical and strategic thinking skills.
• Excellent communication and interpersonal skills.
• Demonstrated ability to lead cross-functional teams and drive results.

The Perks and Benefits
• The tools you need to get the job done - company computer sent to you!
• Group RRSP matching
• A full benefits package that starts day 1
• Opportunity to participate in our Employee Stock Option Plan
• An education and training grant in your second year
• Work/life balance
• Remote and Flexible Work Opportunity

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits