

JOB TITLE | PRODUCT MANAGER

REFERENCE: 2022-Q2-PM

LOCATION: REIGATE, SURREY

COMTEC COMPANY OVERVIEW

Every day, millions of people do business, talk to customers, and collaborate using cloud technology systems. Our IT services add security checks and boost service levels to desk-based and remote workers, and we keep computing environments up and running

Comtec is a leading IT company with expertise in Cloud Services, Network Infrastructure Management and Computing Environment Builds. We work with many big names, but strive to offer the best levels of continuous service to all our clients.

The successful candidate will be a highly motivated and energetic person who can demonstrate resilience, maturity and professionalism in all aspects of their work.

We are looking for a Product Owner who has the skills to spot potential new product and solution opportunities, understand customer needs and brief our colleagues on how the opportunity fits together. And of course, to have commercial foresight and project management skills to ultimately bring the solution into production.

You will be an experienced professional perhaps from a product development background, engineering inventor and tweeker or project management.

We require commitment, high performance, integrity and personal responsibility.

PURPOSE OF THE ROLE

Our product manager will provide the necessary skills and knowledge to help develop service-based subscription services across IT, Network services, environmental monitoring and sustainability. Owning the process is a must, from commercial viability of solutions built, to ensuring service delivery and support teams processes are fully compatible with your defined service levels.

This is a very much a hands-on role and a key part of our lean strategic team.

ACCOUNTABILITIES OF THIS ROLE

- Define the product strategy and roadmap
- Specifying market requirements for current and future products by conducting market research supported by on-going visits to customers and non-customers.
- Deliver Market and Product Requirement Documents with prioritised features and set performance parameters with corresponding justification throughout the customer lifecycle.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Work with external third parties to assess partnerships and licensing opportunities
- Be an expert with respect to the competition
- Set up working teams for KPI optimisation and delivery
- Develop the core positioning and messaging for the product

- Set pricing to meet revenue and profitability goals and work carefully with Sales teams to ensure areas of value are understood
- Build a monthly revenue and margin forecasts as part of commercial modelling
- Developing and implementing a company-wide go-to-market plan, working with all departments to execute.
- Develop sales tools and collateral and help with marketing campaigns
- Propose an overall budget to ensure success
- Brief and train the sales force at periodic sales meetings
- Analysing potential partner relationships for the product and assist with sales channel development
- Perform product demos to customers
- Set and inspect service delivery processes and performance, same for customer service standards
- Brief press and analysts and go on press tours
- Act as a leader within the company and to be a self-starter

WHAT DOES SUCCESS LOOK LIKE?

The Product Manager will play an essential role in the team to ensure we hit our solution targets for 2022 and beyond and help support the strategic sales plan. You will spot opportunities in the marketplace and with colleagues help to build business pipelines, build relationships and be proactive in overseeing potential and existing conversations and perhaps help us close multi-million-pound deals.

SKILLS AND QUALIFICATIONS REQUIRED

- 3+ years of software marketing/product management experience. either as a Product Manager or Product Marketing Manager, Sales focussed Engineer, Project Manager or be able to demonstrate keen determination to excel in the relevant areas
- Demonstrate success defining and launching excellent products, or be highly passionate about customer journey interactions from initial product glance to churn management
- Knowledgeable in technology, particularly with Cloud solutions, UCAAS, SAAS etc
- Excellent written and verbal communication skills
- Excellent spreadsheet modelling
- Excellent commercial acumen
- Interested in customer decision making processes and understanding customer pain points
- Computer Science or Engineering degree or focussed work experience a strong plus.
- Technical background, with experience in Communications, IT or Engineering
- Excellent teamwork skills, leadership, communication and visionary
- Proven ability to influence cross-functional teams without formal authority
- Must be able to travel from time to time

NICE TO HAVE SKILLS AND QUALIFICATIONS

Degree in Business Administration, Sales, Marketing or Technology related field.

WHAT WE CAN OFFER YOU

- A truly exciting challenge in an MSP ->> Service provider environment
- Career opportunities as we scale up

- A future-facing business with the goal of becoming an infrastructure management focussed and service-assurance orientated
- Team culture

To learn more please email careers@comtec.com