Exchange Solutions

ROLE PROFILE

Title:	Technical Product Manager
Function:	Product Management
Reports To:	Senior Director, Product Management
Location:	Toronto
Type:	Full-time

Role Overview

The Technical Product Manager helps define, configure, test-pilot, and document features of products that support multiple direct clients with large customer databases in a variety of verticals. The individual will also need to keep up to pace with demands for new features, along with educating others internally with the feature functionality and its ability to solve problems. The individual will either be familiar with marketing technology in general, and loyalty marketing in particular - or will become knowledgeable in these and adjacent market and technology spaces over time.

Specific Responsibilities

- Play the Product Owner role in the Scrum product development process. Drive key agile process ceremonies like planning, demos, and retrospectives; and improve Scrum process maturity.
- Collaborate with developers, designers, and testers to work through the details of how a particular feature might work and/or be configured.
- Write user stories and document details and information about our products in Confluence and JIRA.
- Organize and be able to structure estimation exercises to determine if we can reliably make deadlines with a given approach.
- Understand the underlying programming languages, database technologies, and infrastructure components sufficient to meaningfully evaluate, decide between, and propose possible product usage, construction, and configuration scenarios.
- Document and educate internal teams on the configuration of features.

- Stay abreast on latest trends and relevant technologies and take initiative to learn and apply new skills, where applicable.
  - Contribute to the overall operations and culture of the company, fostering our values and policies.

Capability Requirements – education, skills & experience

- Post-secondary education in a computer-related field of study.
- Minimum 5 years' related experience in a technical role.
- Mandatory hands-on Scrum Product Owner experience, ideally with strong process improvement experience.
- Excellent SQL and NoSQL skills, and strong experience with database technologies.
- Experience with cloud ecosystems (e.g., AWS) and cloud-native product development, ideally with DevOps and automated testing experience.
- Well versed in the use of scripting-type programming languages (e.g., Python, JavaScript, TypeScript), with a strong aptitude to learn new ones.
- Superior communications skills, both verbal and written, including strong presentation skills.
- Strong project management skills, with a keen attention to detail and influential ability to meet assigned deadlines. Has high expectations in ensuring deadlines are met.
- Has proven experience in a training capacity and is able to educate others on effective uses of technology. Brings an understanding and patient approach.
- Easily adaptable, with ability to multi-task in a fast-paced environment.
- Logical thinking, gap identification and accuracy to ensure critical information is captured.
- Passion for technology with a natural curiosity for solving problems.
- Strong team player, but also is self-motivated, driven and with strong sense of ownership.