

JOB TITLE**Technical Product Manager****REPORTS TO**

General Manager

DIRECT REPORTS

Delivery Team

JOB PURPOSE

Reporting into the General Manager you will be accountable for the delivery of technical programmes driving the delivery of product development in order to support our strategic initiatives.

This is a highly technical, hands on role dealing with the day to day management and delivery of projects within ITSO.

You will work with member organisations, 3rd parties and external suppliers to ensure successful implementation through various engagement channels, that support the ITSO vision: “Making mobility seamless”.

You will champion the use of ITSO to best deliver future mobility innovation opportunities which look to the future, while support existing implementations.

RESPONSIBILITIES

- Provide oversight for the development of new products or services and to guide the delivery teams in terms of customer experience, solution architecture and delivery
- Have responsibility for product roadmap
- Work with customers to capture and refine business need, and translate into requirements to constantly improve our products and services
- Support the project team to ensure efficient delivery on commitments
- Successfully manage suppliers, external stakeholders and 3rd parties to deliver programme requirements
- Collaborate with ITSO leadership team to define technical strategy and related product and/or service roadmaps
- Identify possible new business opportunities and deliver to the market
- Apply knowledge of industry and operator requirements, trends and developments to improve the products and services offered, and provide an environment that fosters technical innovation in order to develop and grow the business
- Provide technical expertise within our industry, and act as an ambassador with our external stakeholders
- Lead technical and business requirement workshops to understand the needs of our customers
- Provide the team with advanced level troubleshooting skills for deployment, implementation and testing issues

- Maintain collateral including functional, technical, standard operating procedures and project documentation
- Assess and understand new innovations and how they could be applied
- Navigate complex stakeholder relationships and implementation challenges, acting as an escalation point as required
- Complete required weekly administrative tasks including, individual status report, and time/expense entry
- Hold regular team meetings, 1-2-1's and annual appraisals / objective setting to align individuals to organisational goals
- Provide thought leadership and expertise on best practices and use/implementation of ITSO technology
- Mentor and/or coach on areas of expertise sharing your knowledge for the development of others
- Proactively identify, manage and solve problems

ENTRY REQUIREMENTS

- A BS or BA in a related technology field or 4-6 years of industry-related experience managing a technical delivery team

SKILLS, KNOWLEDGE AND EXPERIENCE – ESSENTIAL

- 4-6 years overall experience in a technical or programme management role
- Experience of working within Public Transport/Ticketing or Retail Sector(s)
- Experience of the ITSO Specification and its implementation
- Good communication skills, verbal and written
- Excellent team working, organisational skills and attention to detail
- Able to prioritise workload and act on own initiative
- An ability to work to tight deadlines
- Able to work as part of a team
- Flexible and proactive approach
- Ability to retain a positive and professional attitude under pressure

SKILLS, KNOWLEDGE AND EXPERIENCE – DESIRABLE

- Hands-on technical management
- Knowledge of programming languages used for scripting (Python, JavaScript, Java or C)
- Experience using Agile or Enterprise Agile project management methodologies
- Willingness to broaden experience and develop new skills through self-development

LIAISON/CONTACTS

ITSO membership; 3rd party suppliers; suppliers to the industry