

JOB TITLE:	TECHNICAL PRODUCT MANAGER	
JOB OBJECTIVE:		
This role fuses multiple skills such as strategy, marketing, and technology to project manage technology products from concept to market. The incumbent will be responsible for conceiving customer-focussed ideas that are technology-driven, designing and testing such products for feasibility and acceptance in the market, and continuous review and upgrade to reflect the changing needs of the customer.		
DEPT/DIVISION:	REPORTS TO:	SUPERVISES
Technology Innovation	Chief Innovation & Technology Officer (CITO)	Project Members
RELATIONSHIPS:		GRADE:
Management Team, Project Sponsors, Team Leads, Employees, Customers, Regulatory Authorities		
JOB RESPONSIBILITIES:		KEY PERFORMANCE INDICATORS:
<p>1. Product Development</p> <ul style="list-style-type: none"> ○ Design and obtain approval for Product Development Framework, Policy & Procedure. ○ Develop the vision, strategy, and roadmap for the product(s) to direct and drive the product success and sustainability. ○ Lead Product Development team, which is a cross disciplinary group of engineers, designers, and functional experts, who together work to create the best possible solutions for our customer. ○ Continuously research market, evaluate competitors and industries to identify needs, emerging development, and technology trends. ○ Use internal and external data sourced to identify and present creative and innovative product solutions. ○ Define and prioritise user story content and ensure alignment with larger (corporate) strategic objectives. ○ Lead the development and champion the conceptualisation, design, development, testing, launch and continuous review of viable products. ○ Lead continuous stakeholder engagements across customers, markets, employees, management, regulators, etc to ensure adequate and quality input is received for the development of a quality and sustainable product. ○ Document and obtain necessary approvals for product requirements, user flows, and other necessary documentations for product development. ○ Continuously engage with development team to make sure that product requirements are understood. ○ Translate business and customer requirements into technical requirements and proffer workable solutions to development teams. ○ Develop, obtain approval, and manage the budget for entire product development cycle – ideation to market, to drive product success. ○ Serve as Project Manager for the Product Development Process to ensure timely delivery and launch to market at the approved quality level. <p>2. Product Launch</p> <ul style="list-style-type: none"> ○ Develop and implement the “Go-to-Market” strategy and plan working with relevant stakeholders. ○ Provide product training, relevant clinical papers, printed and electronic promotional material and the necessary technical expertise to sales team to enable them to sell the product. ○ Coordinate product releases with the marketing, sales, development, and support teams. ○ Develop the structure for new customer onboarding, personalisation process and getting hands-on with the products to ensure customers satisfaction. ○ Respond to queries on product, its capabilities and usage. <p>3. Product & Project Management</p> <ul style="list-style-type: none"> ○ Following the approved project plan, manage the product to profitability and good positioning in the market. ○ Engage stakeholder periodically and present strategies, findings, and projected goals for product improvement. 		<ul style="list-style-type: none"> ○ Implementation of Product Development Framework, Policy & Procedure ○ Effectiveness of Project Management Plan – Quality and Timely delivery of product, level of customer acceptance at launch ○ Number of product errors and missed project timelines ○ Number of product tests completed successfully ○ Ratio of actual product performance (lead generation, time to revenue, customer adoption/acquisition, sales, revenue, etc.) compared to plan/budget ○ Budget Control/Management ○ Customer Visits/Enquiry or Traffic ○ Customer Acquisition Cost ○ TAT on Product usage ○ Number Internal Policies, Legal, and Regulatory infractions ○ Customer Satisfaction Rating on Product ○ Customer Retention Rate on Product ○ Customer Growth on Product ○ Position of Product Performance in the Market

<ul style="list-style-type: none"> ○ Continuously research updates on technology trends, competitor products, and market changes to determine how they impact the product roadmap and how they drive innovation. ○ Explore new ways of improving existing services and products as a way of increasing profitability. ○ Communicate product status, key issues, and launch plans to all stakeholders across the organization, including the executive team. ○ Drive collaboration between software engineering, design, marketing, legal and business development teams to build cross-functional consensus. ○ Define and analyse metrics to ensure fast iteration and high quality for the product. ○ Work closely with a cross functional team including engineers, product designers, business intelligence analysts, and domain experts to deliver product outcomes. ○ Oversee product implementation to ensure alignment with approved roadmap, corporate objectives, and continued relevance to current or changing customer, market or industry needs or position. 		
COMPETENCE REQUIREMENTS		APPLICATIONS & TECHNOLOGY
FUNCTIONAL	BEHAVIORAL	<ul style="list-style-type: none"> ○ Project Life Cycle Software ○ Microsoft Word, Excel, and PowerPoint ○ Loan Management System
<ul style="list-style-type: none"> ○ Strategy Development & Implementation ○ Technical Product Development Process ○ AGILE Development Methodology ○ Project Management ○ Ideation & Road Mapping ○ Budgeting ○ Marketing ○ Industry Knowledge (Consumer Lending/Financial Services) ○ Critical & System Thinking, Problem Solving Skills ○ Research & Analysis Skills 	<ul style="list-style-type: none"> ○ Leadership ○ Influencing and Negotiation ○ Excellent Communication Skills ○ Relationship Management ○ Collaboration & Stakeholder Management ○ Continuous Learning & Improvement ○ Self-Assured, Confident and Assertive ○ User-Centric Attitude ○ Result-oriented 	WORK CONDITIONS
		<ul style="list-style-type: none"> ○ A typical work environment in financial services. ○ May require occasional travel.
JOB SPECIFICATION		
Educational Qualification	<ul style="list-style-type: none"> ○ A first degree is required ○ A Master's Degree as added advantage 	
Professional Qualification	<ul style="list-style-type: none"> ○ Project Management certification ○ Product Management certification ○ Other relevant certifications 	
Desired Experience/ Knowledge	<ul style="list-style-type: none"> ○ At least 8 years' relevant experience in business analysis, technology project management or product development function. ○ Experience in Financial Services/Consumer Lending industry is preferred. ○ Possess quality understanding of business application software architecture ○ Must be knowledgeable in network monitoring technology 	