

Job Description – Project & Product Manager

Project and Programme Management

- Lead an agile development team responsible to launch new services and the perform adaptative and corrective maintenance of applications developed in-house
- Collaborate with internal and external stakeholders to gather, analyse and formalise business and functional requirements
- Lead the project organisation and planning effort, including estimation, scope definition, resource allocation and budgeting
- Follow up project tasks and deliverables with an eye on obstacles and potential delays
- Report accurate project progress in the appropriate form at the appropriate organisational levels
- Adjust priorities and resources involved in the project
- Manage project stakeholders, support the development of effective collaboration channels with the Business Lines and ensure their high satisfaction
- Establish appropriate quality control and assurance processes following existing guidelines from the technical leadership team
- Stay on top of Agile methodologies so as to be an engine of change for the team and its business partners; help disseminate agile methods in the organisation

Product Management & Business Analysis

- Engage with business teams and the Head of IT/IS to develop a strong case for new products and services and help them establish meaningful product roadmaps
- Work in close collaboration with business Product Owners, challenge their needs, prioritise work based on verified customer requirements, ensuring we get the best value for our money
- Support and, when necessary, coach the business Product Owners in the following activities:
 - Conducting customer interviews, collecting and documenting functional requirements
 - Managing the product backlog, writing user stories
 - Testing, including the preparation of acceptance test scenarios and story tests, and participation to the testing effort
- Stay on top of Lean Startup methodologies so as to be an engine of change for the team and its business partners; help foster the right product management culture

Leadership

- Manage and lead the team, managing performance, motivation and development with a focus on agility, customer service, and service management competencies

Operations

- Oversee 1st, 2nd and 3rd level support activities to quickly address operational and end-user issues in partnership with business teams

- Manage corrective and adaptive maintenance work to maintain application reliability and improve service
- Address system obsolescence issues proactively in collaboration with the Technical Leadership team
- Optimise IT operations related to solution under the responsibility of his/her team to ensure the appropriate level of availability, scalability, reliability, responsiveness while keeping the cost down
- Manage external partners involved in IT consulting and development activities as applicable, ensuring allocated budgets are respected
- Engage in the continuous improvement of operations and service management

Ideal profile

- Master's degree in computer science, Software Engineering or other relevant discipline, or equivalent professional experience
- A minimum of 10 years working in software application development and systems integration
- Ability to analyse business and user needs, lead user interface design activities and write specifications – a must
- Mastery of agile methods such as Scrum, Extreme Programming or Kanban in a Scrum Master and/or Product Owner role – a must
- Bespoke software development experience in a consulting company - a strong plus
- Experience with lean startup methods - a strong plus
- Strong team management experience, leading teams of 5 to 10
- Service management expertise according to ITIL – advantageous
- Business acumen and ability to build bridges between business and technical teams
- Passionate about high-quality work, continuous improvement, and lean thinking
- Excellent communication and teamwork skills
- Professional-level English spoken and written

Contact: contact@fabrikahr.com