

## Global Director, Product Management

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Company: Elixir Technologies Corporation

Location: , , Pakistan

Category: other-general

All Jobs > Global Director, Product Management The Global Director, Product Management is a senior leader in planning, execution, and measurement initiatives supporting Elixir's product lifecycles in accordance with company objectives and the product roadmap(s). The Product Director will lead the product management team's efforts in the gathering and prioritizing of product and customer requirements while documenting the epics and features according to current needs, as well as support the products' ongoing maintenance and enhancements. They will be responsible for analyzing existing and new technologies, while staying in tune with current market developments and conducting competitive analysis. The Global Director, Product Management will work with the technology teams, sales, marketing, client support, and business leaders, along with customer and external stakeholders, to deliver the product(s) or enhancements to Customer(s) and Customer's customers. Additionally, they will interface with customers, sales, and marketing to drive product direction and confirm capabilities meet market needs to ensure revenue and customer satisfaction goals are exceeded. A successful Global Director, Product Management will have a keen eye for gaps in Elixir's product offerings and the innovative mindset to fill them, be a highly skilled market analyst with a proven ability to strategize the full lifecycle of product production from conception through release and be a confident leader who has experience guiding cross-functional teams in the successful creation of products that improve customer experience and grow market share. Essential Functions Under the general supervision of the Global VP, Product, the essential job functions include: Build and maintain a high-performing customer-focused product management team, including making

recommendations related to the hiring, retention, termination, and advancement of employees; scheduling projects and monitoring employees' progress; handling employees' grievances; coaching employees to achieve their full potential via Elixir Success and Quarterly Coaching programs; and acting as a Security Designate. Oversee the daily workflow of assigned teams, including ensuring requirement capture, analysis, and business case justification, roadmap planning and oversight that aligns with on-time, on-budget, high quality delivery execution objectives, and meets/exceeds company goals, objectives, and key performance indicators (KPIs). Provide constructive and timely performance evaluations. Conduct Performance Improvement Plans, disciplinary actions, and employment terminations as necessary and in accordance with company policy. Drive the Elixir product portfolio vision, product goals, release goals/acceptance criteria, desired business outcomes, and prioritized features and products to the Product Owner and Scrum Master to enable successful functional design and product development delivery execution. Formulate new product concepts or product enhancements to existing products to deliver revenue goals and business KPIs (Key Performance Indicators). Act as the Subject Matter Expert for Elixir product(s) and provide or facilitate getting key information disseminated to enable supporting and implementing Elixir's products. Identify improvements and changes in process, packaging, positioning, messaging, and targeting to enhance product revenues and reduce direct costs attributed to product(s). Build and confirm new product business case and vision with stakeholders. Own, manage and prioritize product roadmap and backlog for Elixir portfolio. Work with internal and external stakeholders to ensure we are capturing the proper requirements, business cases, and user stories for our products. Coordinate with designers and other members of the development team to ensure product development matches customer needs. Monitor product financial, sales, and marketing metrics, interpret the data for trends, and formulate any corrective action. Act as a liaison for products between operations, customer success, marketing, sales teams, and Elixir leadership. Attend daily standups and weekly sprint grooming/planning meetings with the development team. Identify customers' needs and strategize how we can help fulfill those needs through our technology and solutions. Define and analyze what success looks like for each existing and new product. Measure and assess client satisfaction with new product introductions. Drive action throughout the organization to get products to market, including planning and coordinating product launches. Communicate and document learnings from tests and initiatives. Be the point person, expert and #1 advocate for Elixir's products - respond enthusiastically to MS Teams

and email questions, reach out proactively to partners and stakeholders, and prioritize our products' success and our team's success. Establish and maintain relationships with key business and technology stakeholders. Oversee and conduct customer research both internally and externally for gaining insight into the voice of the customer. Interact with Sales, Marketing, and System Integrators through collaboration to establish Go-to-Market best practices to productize and monetize our technologies to increase customer growth, new logos, customer adoption, and a competitive advantage. Embrace and sustain a work environment that supports Elixir's core values: Community, Learning, Integrity, and Pioneering.

**Security Designate responsibilities include:** Security Designates serve as the primary security contact for their assigned business unit. They are responsible for processing reports of security incidents, data breaches, and policy violations submitted by direct reports within the business unit and for notifying the acting Chief Information Security Officer (CISO) of reported incidents, breaches, and violations. Security Designates also coordinate with the Human Resources Department and CISO to impose sanctions on direct reports who violate Elixir's Security and Compliance policies or applicable legal requirements (e.g. GDPR, HIPAA, etc.). Security Designates monitor fulfillment of sanctions and notify the CISO when the terms of sanctions have been fulfilled. Additional responsibilities include processing complaints related to Elixir's security and privacy program at the department level; submitting exception requests related to Elixir's Security and Compliance policies to the CISO; and cooperating with investigations of security incidents, data breaches, and security and privacy violations. In carrying out responsibilities related to Elixir's Security and Compliance program, Security Designates will utilize the appropriate forms available on the Security and Compliance site on SharePoint. Perform other duties as assigned.

**Advanced interpersonal communication skills and ability to relate with and understand business audiences and develop technology solutions**  
Extremely strong at executive presentations (framing arguments, design of information, presence when presenting)  
Working knowledge of delivering products with Lean, Agile with Scrum  
Ability to coach and develop employees  
Patience and perseverance to overcome challenges  
Strong time management and prioritization  
Excellent communication both verbal and written and fluent in English  
The ability to lead through collaboration  
Analytical thinking and problem solving  
Organizational skills

**Requirements**  
Required education and experience  
10 years of Product Management experience in a product-based Software/Tech company  
5 years of experience in SaaS services product management  
8 years of experience working in or with lean and agile

software delivery teams 8 years of experience managing a team of employees Demonstrable experience of engaging executives and other stakeholders to support important business decisions Demonstrable knowledge of the product management discipline Preferred education and experience Bachelor's or Master's degree in Computer Science, Computer Engineering, Business or related field from an accredited university, advanced technical education from a recognized program, or demonstrated technical knowledge and equivalent work experience Experience implementing new design-thinking methodologies into product management functions Experience in consumer-facing UI products Experience in creating, executing, and delivering against a product roadmap and driving business impact Experience working with technical and cross-functional teams across multiple locations and time zones Supervisory responsibilities Yes Work environment The work is performed in an office environment and may be distracting at times with others conversing. Work environment could be in Elixir's office, working from home, or a hybrid of both This position requires hours of computer screen time, hearing, speaking, and sitting or standing at a desk Expected hours of work Regular business hours plus some evening hours for global conference calls. Additional hours on weekends or holidays may be required on a seasonal basis to meet business needs. Travel Travel to US office or any regional offices once per year depending on business or project needs. Periodic travel to customers, partners, or technical seminars.

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