



Job Description

JOB TITLE	Product Manager
DEPARTMENT	Research and Development
RESPONSIBLE FOR	No Direct Reports
RESPONSIBLE TO	Practice Lead, Product Management
CAREER LEVEL	4
KEY DUTIES	<p>Key to our ability to scale and deliver great service to clients is the introduction and maintenance of standardised services. The Research and Development team play a key role in defining and launching these services.</p> <p>Each service must be productised in terms of sales collateral and process, service scope, operations automation and pricing.</p> <p>Business Management</p> <ul style="list-style-type: none"> • Produce monthly forecasts, activity and management reports • Monitor performance against the budget, and ensure budget compliance • Maintain an updated price list for Microsoft products and services • Ensure the accurate billing and reconciliation of Microsoft products • Establish and maintain relationships with the key business and technology stakeholders <ul style="list-style-type: none"> ○ Develop and maintain great working relationships with sales teams, services teams and third parties ○ Represent CDW as an authority on product management for services related to the CDW managed service and CloudCare propositions. ○ Proactively attend relevant vendor events and being the "go-to" individual for your aligned products and services • Perform (internal or external) customer research using cost-effective means of gaining insight into the "voice of the customer" <ul style="list-style-type: none"> ○ Conduct and manage market research collectively with sales teams to define appropriate market rate pricing for new services • Facilitate and drive alignment among key stakeholders, provide support to Business Development Managers during the sales process • Work with key stakeholders to develop and refine business and pricing models for the product. Create



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	<p>cost models for services in collaboration with FP&A/Finance representatives</p> <ul style="list-style-type: none">• Continually monitor and optimise the product while in market.<ul style="list-style-type: none">○ Identify and champion toolsets that complement CDW services○ Utilise and help refine CDW standards for product design and management <p>Product Delivery Management</p> <ul style="list-style-type: none">• Ensure the company is prepared to deliver and support the product throughout its life cycle by owning the process of definition, prototype, launch, and refining of the products and services.• Responsible for the creation, final release and approval of all associated documentation required for the on-going management of assigned products.• Act as the "keeper and communicator of the vision"<ul style="list-style-type: none">○ Understand and clearly articulate the commercial proposition of each product and aspects of business justification both for CDW and the client• Collaborate and coordinate with other product managers to avoid duplication and manage dependencies<ul style="list-style-type: none">○ Define and maintain a roadmap of future products and enhancements that is aligned with the overall business strategy and vendor roadmaps• Collaborate closely with sales and delivery teams<ul style="list-style-type: none">○ Define, document and oversee internal process that support launched services○ Provide effective training and workshops for various groups including sales and services on the products which have been designed before launch• Collaborate and coordinate with relevant stakeholders to manage the flow of new ideas and align product / platform architectures and capabilities<ul style="list-style-type: none">○ Support CDW compliance with ISO 20000 focused on the design and transition of new or changed services alongside the removal of major services. Engage as required to support the on-going assessment and audit of this documentation and associated processes by 3rd parties, vendors and customers <ul style="list-style-type: none">• Travel Requirements<ul style="list-style-type: none">○ Moderate (will require visits to other CDW offices)
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<p>KNOWLEDGE AND EXPERIENCE</p>	<ul style="list-style-type: none"> • Experience with Amazon Web Services products • Experience working for a Managed Service Provider • Experience and awareness of key elements of services including support, monitoring, maintenance and systems management • Awareness of a wide range of technologies and products including categories of Cloud (public, private and hybrid), Storage, Virtualisation, Compute, Networking, Security, Collaboration and Desktop • Familiarity with processes and methodologies for product management: <ul style="list-style-type: none"> ○ Conceive / take influence and assess market opportunity ○ Scope and design ○ Manage the process of detailed design with peer experts ○ Validation/analysis/prototype ○ Sales documentation and training ○ Build & QA ○ Sales & Marketing ○ Delivery & Optimisation • Strong interpersonal skills with the ability to influence without authority • Accustomed to working with both technical & non-technical teams with the ability to understand and articulate technical details and commercial requirements to all audiences • Excellent organisational skills including time management and prioritisation • Good communication skills, presentation skills and stakeholder management • Good analytical ability to understand product performance data and market opportunity data
<p>PERSONAL ATTRIBUTES</p>	<ul style="list-style-type: none"> • Naturally curious about and fluent in external or internal customer processes and problems and is obsessed with solving those problems effectively • Passionate, particularly about the area of specialist focus • Ability to own and execute a process to completion • Ambitious, articulate, credible and pragmatic • Quality and detail orientated • Positive attitude and influence to others • Excellent communicator • Commercial aptitude to create appropriate solutions • Able to create and drive an individual plan based on business strategy