**JOB TITLE**  | Product Manager  
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**DEPARTMENT**  | Research and Development  
**RESPONSIBLE FOR**  | No Direct Reports  
**RESPONSIBLE TO**  | Practice Lead, Product Management  
**CAREER LEVEL**  | 4  
---|---  
**KEY DUTIES**  
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. Each service must be productised in terms of sales collateral and process, service scope, operations automation and pricing.  

**Business Management**  
- 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  
  - 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"  
  - 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
Job Description

cost models for services in collaboration with FP&A/Finance representatives
• Continually monitor and optimise the product while in market.
  ○ Identify and champion toolsets that complement CDW services
  ○ Utilise and help refine CDW standards for product design and management

Product Delivery Management
• 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"
  ○ 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
  ○ 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
  ○ 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
  ○ 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

• Travel Requirements
  ○ Moderate (will require visits to other CDW offices)
Job Description

**KNOWLEDGE AND EXPERIENCE**

- 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:
  - 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

**PERSONAL ATTRIBUTES**

- 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