

Position: Product Managers

Reports to: Chief Technology Officer

Location: Middleton, WI

Primary Duties and Responsibilities:

- Plan, execute and evaluate projects according to predetermined timelines and budgets from awarding of business, project management, software product installation, product training and customer user acceptance.
- Lead cross functional project teams, ensuring quality control through software product project life cycles.
- Conduct project retrospectives to identify gaps, risks, changes, budgets and learnings obtained from the project to be used to improve company processes/systems.
- Create use case diagrams, system state diagrams and workflow representation for inter-process communication.
- Work in full stack development to understand detailed product features.
- Gather requirements for software development in sql, troubleshooting production issues and presale scope of work creation for customer installations.
- Work with version control systems such as visual studio online, version one, salesforce, pivotal tracker, target process, issue tracker tools such as salesforce, microsoft dynamics crm, automated deployment tools such as visual studio online, octopus web deploy, and microsoft office products for day to day operational use.
- Determine customers' needs and desires by participating in software product sales cycles.
- Assess market competition by comparing the company's software product to competitor's product.
- Recommend the scope of present and future products by reviewing product specifications and requirements; appraising new product ideas and/or product changes.
- Identify features that should retire from market and proactively strategize end of life approach.
- Provide information to management by preparing short and long term software product roadmap forecasts and special reports and analyses.
- Serve as subject matter expert on the products current features and upcoming roadmap to create and review scope of work documentation for prospects and customers.
- Play a key role in identifying leads that challenge profit margins, articulate risks and perform costs analysis to align with company's annual revenue goals.
- Conduct technical support staff training on newly released features.
- Occasional travel to client sites.
- Some job duties can be performed from home.

Qualifications:

- Must have Master's degree or foreign equivalent degree in Computer Science, MIS, Engg or related and 3 years of experience as a Computer Software Professional
- Must have 3 years of experience working with SIP, VOIP, TDM and RTP call flows on telephony platforms such as Avaya CVLAN and DMCC, Cisco BiB, Monitor port and Span port, Genesys, Altigen.
- Must have 3 years of experience working in enterprise and cloud-based products.
- Must have 3 years project management and training experience across telephony integration projects.
- Background check required