Zen Internet Role Specification

JOB ROLE: Product Manager

Key Deliverables

Zen Internet has a reputation for delivering high quality, customer centric Internet Services for businesses, consistently recognised through numerous awards, independent Web sites and media reviews. An honest, straightforward yet innovative approach to service has driven this success, where focus on quality, not quantity has prevailed.

We are currently looking to recruit a Product Manager to manage the full lifecycle of Zen's existing Hardware portfolio and Web Hosting services and also to develop new and enhanced products and services.

This is an exciting opportunity for a self starter to take the lead of the management and development of these products and to gain significant exposure to both the technical and commercial challenges within an ISP.

The ideal candidate will be an experienced product manager within the technology sector developing high quality B2B products and services. Experience of B2C would be an additional bonus. You must be hands-on, able to work with both technical and commercial teams. You should also have experience of managing relationships with external suppliers.

Key Responsibilities

- Identify and maximise market opportunities within each market segment (business, residential, channel), ensuring decisions are taken with a full understanding of impact on business performance
- Develop a clear product strategy for the products, ensuring they are positioned correctly in terms of breadth and depth of functionality
- Demonstrate detailed knowledge of economic, legislative, technological and competitor developments
- Develop product pricing strategy which is well researched, clear and communicated to customers and internal stakeholders
- Identify opportunities to generate increased sales volume and increased average unit sales value, via focused sales and marketing activity
- Monitor product performance on a monthly basis taking corrective action (e.g. pricing review, promotional program, analysis of sales) where necessary
- Work with service provisioning, engineering and support teams to ensure that current and planned products are achievable and delivered to market according to the agreed specification
- Identify new business opportunities within the market segment (range extension, new product/service offerings, new channels to market, third party alliances, etc.) and develop costed Business Proposals for these opportunities
- Develop close working relationship with internal stakeholders including; Sales, Partner Program, Technical Support and Marketing
- Participate in product review meetings for a given product set ensuring key stakeholders are involved where appropriate

Candidate Profile

- Proven product management experience gained within a technology arena
- An understanding of Internet Technologies
- Knowledge of CPE/hardware products or Web Hosting services
- The ability to apply best practice Product Management skills to multiple product/technology services
- Able to support the broader development of the product management function
- Experienced in managing supplier relationships
- Strong analytical, project management and problem solving skills, with high attention to detail
- Customer-focused and commercially aware
- Able to think creatively and identify and exploit new business opportunities
- Strong analytical and data manipulation skills
- Strong influencing & negotiation skills
- Ability to think strategically whilst achieving results in immediate area of responsibility
- Excellent planning and organisational skills.
- Ability to communicate at all levels
- The ability to manage and prioritise a considerable workload
- A flexible & consultative approach
- The ability to adapt to a changing business and market place
- Methodical and detail conscious