

Technical Product Manager Job Description

Description

At MATTR we are creating the tools to support decentralised identity and verifiable data. We are looking for passionate people that thrive working on evolving technology with a strong delivery gene and an interest in developing a new category of tools to support the next generation of the internet – the web of trust.

The [MATTR Platform](#) is designed for global scale. We are looking for a Platform Product Manager who will be responsible for the delivery of all aspects of Platform performance at a product level. This includes definition and management of SLAs as a product and all of the composite elements that allow us to deliver world class performance for our customers. You will be responsible for key platform related elements of the product roadmap including deployment models, platform versions, availability, SLA management and performance management.

Your unique blend of business and technical-savvy, courage to dive into key strategic initiatives and eye for details will enable MATTR to deliver compelling products and services that solve real problems for our customers.

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.

What you will be doing

- Developing a deep understanding of the customer through 'insights' from both community and enterprise and using these insights to create and in-life manage new products that customers will value.
- Scoping and prioritising product backlogs based on business, customer and product objectives aligned to the roadmap.
- Develop product / market fit strategy and a comprehensive go to market model to support launch and in-life management relative to the portfolio you will be responsible for.
- Create detailed product requirements documents, working alongside the engineering / DevOps and community teams to teams to make sure that the requirements translate into deliverable scope.
- Contribute to compelling, high quality business value white papers, value propositions, and business cases.
- You will engage with collaborators and potential future customers and partners and provide recommendations on key strategies to support them in deriving value from our products in their contexts.
- Designing all aspects of service experience from reporting, management of version support, API backward compatibility, availability, feature retirement and commercialisation.
- Sharing your experience and knowledge generously with the team and learning from everyone else around you. Where appropriate you will craft reusable assets or share your smarts and experience to help scale the MATTR team's reach.

What are the skills and requirements needed?

- At least 5 years' experience in product development, either as a product manager or in a technical capacity with a good understanding of the product drivers.
- Strong collaboration with highly technical areas, need to be comfortable discussing the merits of a RESTful endpoint, appreciation of cryptographic methods and limitations of using React Native.
- Experience contributing to strategic priorities, helping others relate to and align with it and setting product vision for a set of features.
- Proven experience of making evidence-based decisions and documenting them in a clear and concise manner for a range of stakeholders.
- Experience using a range of metrics to monitor the success and health of products and services.
- Proficient technical writing for customer-facing portals such as our [MATTR Learn site](#) and blog posts.
- Excellent stakeholder management skills and experience building meaningful, collaborative relationships across all levels of the business.
- In a perfect world you will have experience with deploying products in a multi-tenanted systems across public cloud environments and customer specific private cloud environments.
- You might have experience in start-up environments, or alternatively you might have worked in a mature product organisation. Equally you might have a completely different background and be looking to make a switch. Whatever your background, you will be able to demonstrate relevant experience and/or a portfolio of interesting work that can showcase your capabilities.
- You may have academic qualifications but equally you may not. Either way you have excellent written communication skills and an ability to solve problems of both a technical and a commercial / market nature.

Personal and work ethics

- A self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company.
- Great written and verbal communication, organisational and multitasking skills.
- A team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference but won't trip over their ego when they turn around!

Advantageous (but not essential)

- Awareness of Self-Sovereign-Identity, Decentralized Identifiers and the Web of Trust ecosystem.
- Understanding of OAuth2, OpenID Connect and other established authentication and identity management protocols.
- Experience with SaaS services & products and promoting through a variety of channels.
- Being willing to get hands-on building out demo assets and sandbox configurations for potential clients, using React, HTML, Functions, static-site tooling etc.
- Experience using: Roadmap tools (Productboard, Aha, Roadmunk etc), ALM (Jira, Devops etc), technical drawings (Sequence diagrams, user-flow diagrams, component architecture), OpenAPI spec 3.0 (aka Swagger), API tools (Postman, Insomnia), Git workflow (GitHub, VSCode etc)

Sounds like you? We would love to hear from you!