MATTR

Product Manager - Customer
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 Product Manager who will be responsible for the interface between our customers and our product teams. You will work with our customers to understand scope, elicit and elaborate requirements for their decentralised identity and verifiable data needs. Lead and contribute to customer workshops developing out use cases and capturing high-level requirements, and then further distil those to a detailed level for input to design and specification artefacts.

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

– Represent the customer view to your Technical Product Manager team members

– Input from a customer perspective into the scoping and prioritising product backlogs.

– Lead customer requirements gathering workshops and extract and capture business requirements in a manner that is consumable to the customer and will serve as a keystone for further technical requirement articulation.

– Generate customer use cases and user stories to simplify and exemplify the transaction journey and clearly articulate the value proposition of the MATTR solutions.

– Elicit and distil the customer business requirements, use cases and journeys into detailed level requirement artefacts ready for input to design and development

– From the customer interactions prioritise and document both functional and non-functional requirements

– Build relationships with customer business analysts and IT staff to develop confidence in the MATTR solutions

– Assist customers with onboarding to the MATTR platform

– Participate in pre-sales, bid management and responding to RFPs

– Develop or contribute to customer-facing artefacts such as presentations and whitepapers

– 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?

- 5 – 7 + years' experience in product development, either as a product manager, a customer interface, or a business analyst with a mix customer and internal roles
- Organisation and facilitation skills with the ability and confidence to work autonomously with customers
- Experience working with people with varied levels of technical knowledge intuiting and capturing business needs and challenges as requirements that will become input to software development activities
- Excellent customer and stakeholder management skills and experience building meaningful, collaborative relationships across all levels of the business.
- Can take complex and often undocumented business challenges and problem statements break them down into solvable parts and represent them in customer and design ready artefacts.
- Great written and verbal communication, organisational, multitasking skills and will be extremely strong in story telling with using multiple techniques (graphics, video etc.)
- Ability to adapt to new technologies and learn quickly, you will have enough technical understanding to be able to articulate business solutions whilst understanding the underlying technology
- Have a natural attention to detail and be ever mindful of how your artefacts will be consumed and understood by customers and internal people
- Ability to cope with very high peak workloads, short deadlines and significant pressure and manage priorities and maintain engagement across a number of projects at various lifecycle phases
- Given the global nature of MATTRs business be flexible in working hours with ability to participate in morning or evening calls with overseas clients in different time zones (when required)
- 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.

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.
- Experience with SaaS services, products and solutions

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