

DESCRIPTION TicketNetwork's Product Management Group is looking for an experienced candidate to lead key initiatives that enhance our e-commerce applications and overall customer experience. The position will assist in driving key company initiatives from ideation through public adoption and will require technical understanding deep enough to define product requirements for the APIs and other back-end systems.

The Product Manager will be responsible for developing product visions based on market dynamics, data analytics, and industry insight. The individual will help establish a strategy for a suite of products' implementation through the road mapping of features and their releases in collaboration with both business and engineering stakeholders and client interactions. They will work with various departments across the organization and provide leadership during all phases of the product's life-cycle, ensuring its successful release and adoption.

Primary Responsibilities:

- Define and document product roadmaps including major feature sets to be delivered, and timing of minor and major version upgrades
- Define and document detailed requirements (product requirements documents, user stories, PBIs or similar) in support of development efforts
- Develop and sustain deep understanding of how our applications are used and consumed by customers, including future enhancement requests and strategic differentiators of our services vs competitors
- Approve and oversee product releases, create release notes, documentation, and notify and train support teams
- Communicate regularly with product stakeholders to ensure their needs are met and requirements/goals are achieved
- Evaluate the expected ROI of specific feature sets or new products and compare to actual results if implemented
- As subject matter expert (SME), manage day-to-day operations of product(s), coordinate product maintenance/support efforts, and evaluate reported bugs for escalation and triage
- The position will also be responsible for:
 - Customer and market research
 - Data analytics, financial analysis, and business modeling
 - Business case development and justification to organizational leadership
 - Management of market strategy and the execution of promotion plans
 - Collaboration with team members
 - Coordination of user and A/B testing, and the analysis of the results
 - Ownership of the quality and user adoption of product releases
 - Monitoring of product usage and needed enhancements/fixes

POSITION REQUIREMENTS Skills:

- Solid grasp of developing applications including some combination of web applications, mobile applications, desktop applications and services or APIs
- The ability to manage the trade-offs between delivering products on time and on budget, while balancing the demands of user needs and project constraints
- Strong communication skills (verbal & written)
- Excellent organization, planning, and prioritization skills
- Excellent collaboration skills
- Aptitude for analytical reasoning
- Excellent cross-functional project management skills
- Knowledge of Agile/Scrum Methodologies

Preferred Skills:

- Knowledge of E-commerce best practices
- Knowledge of UX best practices
- User-Centered Design concepts
- User testing and A/B testing result analysis
- Negotiating contracts
- Prior experience as a developer, tester or equivalent experience on a software engineering team
- Change management
- Process optimization

Experience:

- 3+ years of experience in delivering software products
- some experience working in a product management environment
- Experience with Scrum or other agile development methodology, including prior experience as a Product Owner

Preferred Experience:

- Working in a fast-paced, market-driven organization
- Working within an entrepreneurial environment
- Developing brands and marketing strategies and managing their execution
- Management experience including hiring, performance reviews, and goal setting
- Team building and mentoring others in their area
- Reviewing and contributing to patents
- Work in the ticketing or live events industry

Education:

- Bachelor's degree in computer science, management, information services, business/economics required

