

**TITLE: SENIOR PRODUCT MANAGER**

**CLASSIFICATION: BAND 3**

**JOB OVERVIEW**

*The Senior Product Manager is responsible for guiding the contribution of one or more digital product lines to business unit.*

**ACCOUNTABILITIES**

- Leads one or more multi-disciplinary agile delivery teams to deliver new products and/or iterations to existing products to meet user needs and experience expectations.
- Leads complex multi-party program and service design, development and operations for an enterprise program that involves policy, procurement, human resources, customer development, service design, public engagement, and service improvement projects across government.
- Makes decisions with long-term enterprise impacts related to the outcomes, objectives, and goals of programs products.
- Manages the creation and monitoring of the budget as related to the building and maintaining of the products.
- Create and manage product roadmaps tracking progress, issues and managing risks.
- Manages the gathering of user requirements based on a communicable understanding of diverse stakeholder groups.
- Influences stakeholders to achieve consensus and commitment regarding product definition, direction, and approach to delivery.
- Creates effective, prioritized product descriptions and delivery plans to meet user and stakeholder needs in a cost-effective way.
- Interprets user research in order to make the correct product decisions, noting that users do not always know what they want.
- Maintains currency of changes to user habits, preferences and behaviors across various digital platforms and their implications for successful delivery of government digital products.
- Manages the delivery and iteration of digital products through effective analysis of qualitative and quantitative user data.
- Builds strategic relationships with central agencies, ministry, and broader public executives and with private sector suppliers.

- Disseminates understanding of the digital marketplace, including best practice, costs, suppliers, methodologies, and skills to both internal and external stakeholders.
- Communicates with a wide range of digital delivery disciplines, talent, and stakeholders both internally and externally.
- Engages partner and user communities to promote the department's principles and foster a collaborative approach to solution delivery and engagement.

## **JOB REQUIREMENTS**

### **EDUCATION**

**AN EQUIVALENT COMBINATION OF EDUCATION AND \*RELATED EXPERIENCE MAY BE CONSIDERED.**

- **Degree:**  
Field: Computer Science, Information Technology, Project Management, or a related discipline.  
Minimum Experience: **3 years of \*related experience; OR**
- **Diploma:**  
Field: Computer Science, Information Technology, Project Management, or a related discipline.  
Minimum Experience: **4 years of \*related experience; OR**
- **Certification:**  
Field: Computer Science, Information Technology, Project Management, or a related discipline.  
Minimum Experience: **5 years of \*related experience.**

### **Experience**

**\*RELATED EXPERIENCE:** Must include the minimum number of years as outlined above in **EACH** of the following:

- Experience in product design and practices gained working in a product, project, or service capacity.
- Experience working in an agile, digital product focused development environment with User experience teams, designers, and developers to iteratively create and improve digital products and services.
- Experience in a leadership role in the successful delivery of digital products or services; successful design, delivery and ongoing management of high-quality services which maximized opportunities offered by digital technology.
- Experience managing complex enterprise IM/IT projects with multiple interdependencies including major business transformations, strategic communications, and the oversight of system integrators.

- Experience in analyzing and using customer insight and user and performance data to design and continually improve digital services to fully meet user needs in a convenient and straightforward way.

**Preference may be given to applicants with:**

- 6 or more years **\*related experience** as outlined above.
- Product Owner/Product management certification from a recognized institute/organization.
- Experience with related UX practices and skills, including content design, content strategy and information architecture.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to challenge and remove any unnecessary barriers to product delivery.
- Ability to manage change at enterprise level.
- Ability to develop and maintain positive working relationships internal/external contacts and stakeholders/partners/clients while managing multiple priorities.
- Knowledge of current agile project management practices, open source, cloud platforms and digital services.
- Ability to interpret user data and feedback to design and implement channel shift strategies to move users from traditional to digital delivery channels.

**PROVISIO**

Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

**INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCY**

- **Change leadership** is championing the achievement of intended real change that meets the enduring vision of Indigenous self-determination in British Columbia. It involves collaboratively developing and implementing ideas to achieve positive change from anywhere in the BC Public Service. The change leader learns from other leaders and elders, models the vision and encourages members of the public service to commit to

and champion the vision. The change leader inspires others into new ways of thinking and doing business. The change leader routinely energizes the change process and removes barriers to change.

## **BEHAVIOURAL COMPETENCIES**

- **Building Partnerships with Stakeholders** is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.
- **Building team orientation** involves knowledge and skills in developing group identity, participative decision making and open and effective communication.
- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g., people, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Continuous Development** involves proactively taking actions to improve personal capability. It also involves being willing to assess one's own level of development or expertise relative to one's current job, or as part of focused career planning.
- **Conceptual thinking** is the ability to identify patterns or connections between situations that are not obviously related and to identify key or underlying issues in complex situations.