**IT Product Manager I Standard Job Description**

**Classification Title:** IT Product Manager I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 69

**Job Description Summary:**

The IT Product Manager I, under direction, contributes to the product strategy and product roadmap of specific campus IT products and services.

**Essential Duties and Tasks:**

**30% Product Management and Strategy**

* Understands and represents customer needs.
* Interacts with designated stakeholders, looking for opportunities to recommend product improvements through the effective use of technology.
* Assists stakeholders and the Product Management team in setting a long-term vision and strategy for IT services and products.
* Under direction, contributes to the creation and communication of strategic product roadmaps and achieves buy-in from all relevant team members and stakeholders.
* Learns to prioritize and balance the needs of customers and stakeholders, business impact or ROI, performance, and post-launch support requirements.
* Assists in development and management activities from product definition and planning to production, release, and eventual retirement.

**20% Cross-Functional Coordination**

* Works with teams and processes across the division toward the release of IT products, services, and features.
* Coordinates with various roles including project managers, business relationship managers, service owners, incident and change managers.
* Participates in user and QA testing to support the release of high-quality products and services.
* Works closely with technical communicators and the division’s Marketing and Communications Team to ensure the campus is aware of all products and services.
* Works with IT trainers to identify training needs that will support customer success.

**15% Administrative Support**

* Provides general administrative support, such as answering phones, scheduling meetings, and filing documents.
* Assists with the preparation and distribution of meeting materials.
* Maintains accurate records of department activities and expenditures.

**10% Reporting and Analysis**

* Works with the Product Management Team to find relevant data and turn it into information that can help improve products.
* Under direction, monitors and analyzes key product analytics and recommends actions to improve the product and boost Return on Investment (ROI).
* Shares data gathered to support a case for decisions in the product roadmap and highlights evidence-based decision-making in all communication.

**5% Professional Development**

* Participates in training and professional development sessions.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree in relevant field or equivalent combination of education and experience.
* Two years of experience in product management, business analysis, DevOps or a related field.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Knowledge of computers.
* Skills in problem-solving.
* Skills in interpersonal and written communication.
* Ability to multitask and prioritize tasks.
* Ability to proactively identify and suggest improved hardware and software solutions.
* Ability to work as a team and deliver excellent customer service.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**