 **IT Product Manager II Standard Job Description**

**Classification Title:** IT Product Manager II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 71

**Job Description Summary:**

The IT Product Manager II, under direction, is responsible for the product strategy and product roadmap of specialized campus IT products and services.

**Essential Duties and Tasks:**

**40% Product Vision and Strategy Development**

* Understands and represents customer needs.
* Acts as the voice of the customer inside the division.
* Works with key stakeholders to set a long-term vision and strategy for IT services and products.
* Communicates the strategy and achieves buy-in from all relevant team members and stakeholders.
* Develops a product strategy and product roadmap.

**20% Product Management and Optimization**

* Optimizes products to achieve business goals while maximizing the university’s Return on Investment (ROI).
* Develops and manages activities from product definition and planning to production, release, and eventual retirement.
* Prioritizes new features and product improvements.
* Manages prioritization and trade-offs between customer experience, business impact, performance, and post-launch support requirements.

**10% Performance Analysis and Metrics Tracking**

* Defines and tracks success metrics to analyze product performance and identify areas for improvement.
* Finds relevant data and turns it into information that can help improve products.
* Monitors and analyzes key product analytics to coordinate improvements and boost ROI.

**10% Cross-Functional Communication and Training**

* Works cross-functionally to ensure the timely and quality release of products and enhancements.
* Drafts product communication to technical and non-technical audiences about new and updated products.
* Works with IT trainers to identify training needs that will support customer success.

**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 or equivalent combination of education and experience.
* Three years of related experience.

**Required Licenses and Certifications:**

* None

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

* Ability to multitask and work cooperatively others.

**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**