 **IT Product Manager III Standard Job Description**

**Classification Title:** IT Product Manager III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 73

**Job Description Summary:**

The IT Product Manager III, under direction, is responsible for the product strategy and the product roadmaps of complex campus IT products and services.

**Essential Duties and Tasks:**

**40% Customer Advocacy and Stakeholder Engagement**

* Understands and represents customer needs.
* Acts as the voice of the customer inside the division.
* Interacts with a broad range of stakeholders and teams to ensure a product’s success.
* Identifies opportunities to develop and improve the business through the effective use of technology.
* Defines a product vision and aligns stakeholders around the vision.
* Collaborates with key stakeholders to develop a long-term vision and strategy for complex IT services and products.

**20% Product Strategy and Development**

* Develops a product strategy and product roadmap.
* Creates and prioritizes strategic product roadmaps.
* Optimizes products to achieve business goals while maximizing Return on Investment (ROI).
* Designs, develops, and manages activities from product definition and planning to production, release, and eventual retirement.

**10% Performance Measurement and Improvement**

* Defines and tracks success metrics to analyze product performance and identify areas for improvement.
* Monitors, analyzes, and acts on key analytics to continually improve the product.
* Translates data gathered to build a case for decisions in the product roadmap.

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

* Works cross-functionally to ensure the timely and quality release of products and enhancements.
* Leads product management activities by delegating work to various roles including project managers and service owners.  
  Drafts product communication to technical and non-technical audiences about new and updated products.

**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.
* Five 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**

**No**

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

**Yes**

**No**