 **IT Product Manager IV Standard Job Description**

**Classification Title:** IT Product Manager IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 74

**Job Description Summary:**

The IT Product Manager IV is responsible for the product strategy and the product roadmaps of complex campus IT products and services. The IT Product Manager IV participates in mentoring, training, and developing other employees.

**Essential Duties and Tasks:**

**40% Customer Advocacy and Product Strategy**

* 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.
* Provides oversight for product vision and aligns stakeholders around the vision.
* Collaborates with key stakeholders to develop a long-term vision and strategy for IT services and products.

**20% Product Development and Management**

* Develops a product strategy and product roadmap.
* Creates increasingly complex and strategic product roadmaps.
* Oversees design, development, and management activities from product definition to release and retirement.
* Coordinates teams and processes to optimize products to achieve business goals while maximizing Return on Investment (ROI).

**10% Performance Measurement and Improvement**

* Defines and tracks success metrics to analyze product performance and identify areas for improvement.
* Establishes systems to identify data and convert it into information that enhances products.
* Monitors key analytics to ensure continuous product improvement and streamlined internal processes.

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

* Works cross-functionally to ensure the timely and quality release of products and enhancements.
* Leads teams and processes toward the release of IT products, services, and features.
* Drafts product communication to various 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.
* Eight 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**