

TECHNICAL PRODUCT MANAGER

Job Description

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TECHNICAL PRODUCT MANAGER JOB DESCRIPTION

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Summary

Job Title	Product Manager
Job Type	Full-time, permanent; flexible work hours available
Location	On site in the Canberra office at Bruce; provision for some remote work
Reports to	Chief Technology Officer
Remuneration	\$140,000.00 to \$180,000.00 per annum excluding superannuation

Company background

Castlepoint technology provides command, control, and compliance over all information, in every system, through a single pane of glass. Castlepoint reads, registers, classifies, and manages information from all systems in a network, using Artificial Intelligence.

Castlepoint Systems is committed to ensuring that our operations are conducted ethically, in accordance with applicable laws and best practices, and in the best interests of our clients, our community, and the environment. Our vision is to make the world a better place, by changing the way organisations manage information, so that people, communities, and companies are safer and smarter. Our core values are ethics, hard work, and integrity.

We have committed to becoming an employer of choice, one that attracts likeminded, hardworking people through flexibility and other real, developmental benefits that improve the lives of our staff. We are a feminist company, and believe strongly in supporting men and women to take equal roles in the workplace and at home. We enforce pay equity, and pay superannuation throughout parental leave. We seek to employ people who represent community demographics, including younger and older people, indigenous people, migrants, people with a disability, and LGBTQIA+ people. We have a formal Human Rights Policy addressing how we will support our staff, which is aligned to the United Nations sustainable development goals.

To help ensure that our employees can enjoy a high standard of living, we remunerate our employees at above the market rate for their skills, qualifications, and experience level. We then invest heavily in our people with formal Development Plans, reviewed twice-yearly, committing to internal mentoring, paid training, and other development opportunities with a goal of continually increasing their marketability. As employee skills increase, we assign more responsibilities, and we then adjust their wages and titles upwards commensurately. We also support employees to develop skills and experience in areas not directly related to their roles if they have an interest in those types of development. We have a policy of salary transparency for all employees, including the Executive, to help combat unconscious bias and foster gender equality.

Castlepoint also supports our employees with an Employee Assistance Plan, and skilled HR professionals with experience in mental health and workplace cohesion. We support our staff to practice religious and cultural observance during work time using flexible working arrangements, and to be free of discrimination based on their beliefs. We encourage communication between all areas of the business, and provide regular updates from the executive team on company activities and initiatives. We encourage two-way communication between employees at all levels and with the senior management team.



Position Overview

Primary purpose of the position

The Product Manager is our visionary, who can see where we should be, and plan the steps to get there. In this role, you will work closely with the CEO and CTO to map out routes to growing our business value, client base, market reach, and customer happiness.

Your team includes motivated, diligent, and skilled individuals, who will look to you to show the way forward for product strategy and the roadmap. You will study the market, technology trends, and emerging challenges to ensure that our software continues to stay ten steps ahead of other vendors in information command and control. Our product is an AI solution, using microservices in a containerized, highly available architecture, both on premises and in the cloud. You will ideally have experience in our key technology stack, including Linux, Docker/containers, public cloud, Microsoft C#, JavaScript, Python, JQuery, VueJS, and MongoDB/NoSQL. Your most important skillset, however, will be setting out what success looks like, and how to achieve it.

You will have the opportunity to apply your own judgement and experience to product planning and tradeoffs, and you will be a trusted member of the senior team. You will help to design and build out the technical team as we grow, and work closely with our partners on identifying synergistic solutions and services. You will be imaginative, but also pragmatic, and will have a good understanding of what it takes to run a successful software business, and the high standards that clients expect.

You will liaise with internal and external stakeholders, including partners, clients, and our University research and development partners. You will have an open and friendly communication style, be highly professional, and your interlocutors will find you to be reliable, responsive, and organized.

Key Challenges

The company is growing extremely quickly, and demand from new clients and partners is very high. New implementations are frequent, and clients rely on the system for many key business activities. As clients start using the software in more and more areas of their organisation, new use cases arise, and new features are added to the pipeline. It's vital that the solution is reliable and stable, but it is also critical to keep supporting clients with new features as quickly as they can be added.

We are rapidly expanding into new geographies and verticals, and we have a significant investment in R&D, so new use cases and technology capabilities are constantly arising. It is important to align the introduction of best-of-breed tech with genuine client needs.

The team is still small, and we are now recruiting for more technicians. You will be entering the company in a time of significant change, and will need to guide and mentor both new and existing team members as the whole organisation adapts and grows.

Ideally, you will have some government experience, and a security clearance at Baseline or above. This is not an essential requirement, but a large proportion of our client base is Federal Government. It will help to have some experience working with this type of customer, and within its constraints.



Duties and Responsibilities

Responsibility	Breakdown of Tasks	Outcomes/Measures
Requirements Management 40% time/effort	<ul style="list-style-type: none"> Analyse and evaluate client needs Map customer journeys/stories Create and curate ideas library Calculate ROI and budgets Market scanning and evaluation Evaluate emerging tech/research Understand partner technologies Prioritise requirements Design KPIs and SLAs for features Develop business, functional, and non-functional requirements 	Pipeline is managed effectively Documentation is evidence-based Stakeholders are aligned, expectations managed Requirements are traceable to strategy
Team Leadership 20% time/effort	<ul style="list-style-type: none"> Advise on delivery team structure Assign and monitor work Mentor and support team members Advise on recruitment 	Work is distributed appropriately Team contact is frequent
Strategy and Planning 30% time/effort	<ul style="list-style-type: none"> Provide input to product roadmap Provide input to pricing and costs Provide input to architecture Provide input to marketing/collateral Assist with resource planning Implement standards/best practice 	Plans are evidence-based and researched Engagement with the Executive is proactive
Delivery Management 10% time/effort	<ul style="list-style-type: none"> Manage the product roadmap Advise on DevOps lifecycle Work with DevOps team lead to manage release processes Report on progress against goals 	Roadmap is actively implemented over time

Skills and Experience

Qualifications:

- Relevant University or equivalent degree in technology or business (**essential**)
- Relevant Agile or related certification/s (**essential**)
- Australian Government Security Clearance (**desirable**)

Experience:

- 8 years or more previous experience in a similar product management role (**essential**)
- 10 years or more experience working in a technical role (**essential**)



Skills:

Knowledge, skills, and abilities	Essential	Desirable
Technical Product Management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Skills designing and launching new products	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience with product management for SaaS, RegTech, and/or AI	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Agile/Lean/Kanban development skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team leadership skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Financial skills developing budgets, forecasts, and P/L reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Analytical skills developing evidence-based and statistical reports and plans	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with public cloud technologies	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical skills with container technologies	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical skills with microservices	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical skills with Linux infrastructure	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical skills with one or more of C#, JavaScript, Python, JQuery, VueJS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with MongoDB/NoSQL	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical experience with Artificial Intelligence and Machine Learning	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical experience with security software and protocols	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience using Azure DevOps	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience using FreshDesk or ZenDesk	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience working with government or regulated industry	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Strong written and spoken communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong stakeholder management and customer satisfaction skills	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>