



## JOB DESCRIPTION

### STRATEGIC PRODUCT MANAGER

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#### **About Us**

FirstWave, a leading Australian global cybersecurity technology company, has delivered cybersecurity-as-a-service solutions since 2004, in line with its mission to democratize enterprise-grade cybersecurity-as-a-service for the SMB market. In an increasingly connected and vulnerable digital world, FirstWave believes that safe business is good business and that every business should have access to enterprise-grade cybersecurity.

In 2022, FirstWave acquired Opmantek which has expanded its portfolio of solutions to include automated network management and IT audit offerings and opened access to the North American market through Opmantek's existing managed services partner network.

Our customers are based all over the world and include organisations like Telstra, NASA and Microsoft.

FirstWave's infrastructure, management and security processes are certified to ISO 27001 Information Security Management System Standard and ISO 9001 Quality Management System Standard

At FirstWave, we are committed to attracting and nurturing brilliant individuals to create a dynamic and welcoming workplace. We redefine delivery economics and provide an end-to-end suite of cybersecurity and monitoring services unmatched in the market.

#### **About the Role**

We are seeking a dynamic and experienced professional to join our team as a Strategic Product Manager for our network management software solution. In this role, you will be responsible for steering the direction of the product and being accountable for its success. Combining the skills of product management and business analysis, you will play a crucial role in defining and delivering a cutting-edge software solution in the network management industry.

#### **About You**

The ideal candidate will have a deep understanding and working knowledge of product management for software solutions, ideally within the context for network solutions, telecommunications, or enterprise IT. You will be able to work collaboratively across business units, and take responsibility for delivering business outcomes and commercial success.

You have initiative and drive, and are comfortable challenging the status quo. You are unafraid to test ideas, collect data, and challenge assumptions - employing a data driven decision making approach.

You have the ability to work independently to deliver outcomes, as well as collaborating with peers, across business functions, and with third-party suppliers. Bringing experience in a similar environment, you are able to take responsibility for delivering business outcomes and contributing to commercial success.

### **Job Description & Responsibilities**

- Develop and maintain a comprehensive product strategy and roadmap for our network management software solution, aligning it with market trends, customer needs, and business goals.
- Manage product pricing, GTM, and feature inclusions, ensuring our differentiation is at the fore.
- Oversee product and feature bundling and inclusion to ensure commercial success.
- Collaborate with stakeholders, including customers, internal teams, and subject matter experts, to gather and analyze requirements, identifying user needs, pain points, and business objectives.
- Conduct market research and competitive analysis to stay informed about industry trends, competitive landscape, and emerging technologies, ensuring our product remains innovative and competitive.
- Work closely with UX designers to ensure the software solution delivers an intuitive and user-friendly experience, providing input on user flows, wireframes, and design iterations.
- Prioritize features and functionality based on business value, customer feedback, and market demand, maintaining a product backlog and collaborating with development teams for timely delivery.
- Effectively communicate the product vision, strategy, and roadmap to internal stakeholders, aligning them on product direction and managing expectations.
- Participate in an agile development environment, collaborating with cross-functional teams, including developers, QA testers, and project managers, to ensure successful product delivery.
- Develop clear user stories that correctly capture the requirements specifications to support development efforts, and the advancement of the product set.
- Define key performance indicators (KPIs) to track product success and adoption, analyzing usage data, customer feedback, and market trends to drive product optimization and data-driven decision-making.
- Coordinate and oversee product releases, ensuring smooth deployment and launch, working closely with development, QA, and release management teams.

### **Attributes, Skills, Experience and Qualification**

- Proven experience in product management and business analysis, ideally in the software industry, with a focus on network management solutions.
- Strong analytical and problem-solving skills, with the ability to gather and translate complex requirements into actionable product plans.

- Solid understanding of market dynamics, customer needs, and emerging technologies in the network management industry.
- Familiarity with UX design principles and the ability to collaborate effectively with UX designers to deliver an exceptional user experience.
- Experience working within an agile development environment, coordinating cross-functional teams and delivering successful software releases.
- Excellent communication and stakeholder management skills, with the ability to influence and align stakeholders at all levels of the organization.
- Strong organizational skills and attention to detail, with the ability to manage priorities and meet deadlines in a fast-paced environment.
- Bachelor's degree in a relevant field; additional certifications or training in product management or business analysis are a plus.

If you are a motivated individual who wants to join a rapidly growing organisation driven by a culture that supports innovation, leadership & collaboration, we want to hear from you.

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- Please detail in your cover letter your current salary, salary requirements for a new role and notice period and send together with your resume to Ruth Sloley at [jobs@firstwavecloud.com](mailto:jobs@firstwavecloud.com).
  - Application Deadline: 16/08/2023
  - Locations: Flexible
  - Job Type: Full-time
  - Salary: Negotiable
  - Must be an Australian citizen or have permanent residency to apply. Sponsorship will not be considered.