



<b>Position Description:</b>	Product Manager
<b>Reports to:</b>	Chief Executive Officer
<b>Location:</b>	Manila, Philippines
<b>Key Relationships:</b>	Marketing Team, Sales Team, Service Delivery Team, Engineering Team, NOC Team, Management Team, Suppliers, Partners, and Clients.

### **Position Overview**

The Product Manager is based in Manila and reports to the Chief Executive Officer. He/she works closely with the Marketing, Sales, Service Delivery and Engineering teams. He/she is also expected to maintain a close working relationship with suppliers, and to have active engagement with Partners and Clients.

The Product Manager is primarily responsible for management and continuous improvement of Cloud Plus's existing products and services, as well as developing new products and services, in keeping with feedback from Partners and Clients, industry trends and competitive threats. In doing so, the Product Manager must maintain a product development pipeline that he/she shares with other members of the team as appropriate. For all products and services, old and new, the Product Manager should ensure that all core deliverables have been completed, including service schedules, forms, website content, marketing collateral etc., in order to best support Cloud Plus's marketing and sales efforts.

The Product Manager plays a key role in commercial management, reviewing requests from the Sales Team for special pricing, and recommending changes to pricing over time as required, finding the optimal balance between sales volume and service margins. This includes carrying out benchmarking, margin analysis, what-if analysis etc.

The Product Manager may be called upon to attend meetings and events by phone, video conference and in person. He/she may also be called upon to present in both live and recorded webinars. As such, the Product Manager needs to be presentable, have excellent communication skills, and demonstrate a high level of professionalism.

### **Position Functions**

#### **Product Management**

- Manage current products and services, and continually improve and enhance them over time, as well as developing new products and services where appropriate, in keeping with feedback from Partners and Clients, industry trends and competitive threats.
- Maintain a product development pipeline, ensuring that this is in a form that it can be presented either internally to members of the team at Cloud Plus, or to Partners and Clients as required.
- Ensure that the core deliverables for all products and services have been completed, including service schedules, forms, website content, marketing collateral etc.
- Play a key role in commercial management, reviewing requests from the Sales Team for special pricing and generally to review current pricing levels, making recommendations and seeking approval from the Chief Executive Officer as required.
- Carry out benchmarking against competitive offerings, margin analysis and what-if analysis towards ensuring that Cloud Plus's products and services are optimally positioned in the market when it comes to sales volumes vs product and service margins.



- Work closely with the Process Analyst and others as appropriate to develop and enhance the Product Management process, Product Development process and any other processes under Cloud Plus's ISO:9001 Quality Management System, that the Product Manager is involved in.
- Play an active role on social media platforms such as LinkedIn and Twitter in keeping with company policies and directives from the Chief Executive Officer from time to time, towards evangelizing Cloud Plus and its Products and Services, and stimulating demand.
- Work closely with the Marketing Team, Sales Team and Partners in relation to product releases, marketing initiatives, events, webinars (live and recorded), boardroom presentations etc.
- Report to the Management Team on a regular basis on all aspects of the Product Manager's role, including product / service performance (sales figures, revenue, margins etc.), ongoing product management and development efforts and any operational issues that require attention.

### **Skills, Experience & Qualifications**

- Previous experience working in similar role within the ICT industry (5 years+)
- Proven skills and experience that directly relate to the core functions outlined above
- Previous experience in developing and preparing compelling management reports
- Advanced knowledge in the use of Microsoft Office, particularly Word, Excel and PowerPoint
- Well presented with excellent written and verbal communication skills
- Excellent analytical and problem-solving skills
- Excellent time management skills with proven ability to prioritise tasks/projects appropriately
- Strong understanding of technologies and trends in the IT market
- Strong customer-service focus