

Product Manager – Platform Job Description

Description

At MATTR we are creating the tools to support decentralised identity and verifiable data. We are looking for passionate people that thrive working on evolving technology with a strong delivery gene and an interest in developing a new category of tools to support the next generation of the internet – the web of trust.

The [MATTR Platform](#) is designed for global scale. We are looking for a Platform Product Manager who will be responsible for the delivery of all aspects of Platform performance at a product level. This includes definition and management of SLAs as a product and all of the composite elements that allow us to deliver world class performance and for our customers. You will be responsible for key platform related elements of the product roadmap including deployment models, platform versions, availability, SLA management and performance management.

Your unique blend of business and technical-savvy, courage to dive into key strategic initiatives and eye for details will enable MATTR to deliver compelling products and services that solve real problems for our customers.

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.

What you will be doing

- Developing a deep understanding of the customer through 'insights' from both community and enterprise and using these insights to create and in-life manage new products that customers will value.
- Scoping and prioritising product backlogs based on business, customer and product objectives.
- Create detailed product requirements documents, working alongside the engineering / DevOps and community teams to make sure that the requirements translate into deliverable scope.
- Develop product / market fit strategy and a comprehensive go to market model to support launch and in-life management.
- Designing all aspects of service experience from reporting, management of version support, API backward compatibility, availability, performance management, feature retirement, management of early access and release previous programmes, and commercialisation of platform SLAs.
- You will be the guardian of platform performance including NFRs and responsible for managing service experience design as it relates to incident, problem and change at a product level.
- Understanding, managing and optimising cost architecture and product commercial fit relative to the portfolio you will be responsible for.

- Be able to clearly articulate and advocate for the product value proposition to different stakeholders. As our Platform evolves you will need to be able to ensure we are ready to on-board partners to the MATTR ecosystem.
- Contribute to compelling, high quality business value white papers, value propositions, and business cases.
- You will engage with collaborators and potential future customers and partners and provide recommendations on key strategies to support them in deriving value from our products in their contexts.
- Sharing your experience and knowledge generously with the team and learning from everyone else around you. Where appropriate you will craft reusable assets or share your smarts and experience to help scale the MATTR team's reach.

What are the skills needed?

- In a perfect world you will have experience with deploying multi-tenanted systems across public cloud environments and customer specific private cloud environments.
- You will have a sound understanding of how operational capabilities combine with technical capabilities to deliver customer experience and be passionate about the operational and customer processes that support customer outcomes.
- You might have experience in start-up environments, or alternatively you might have worked in a mature product organisation. Equally you might have a completely different background and be looking to make a switch. Whatever your background, you will be able to demonstrate relevant experience and/or a portfolio of interesting work that can showcase your capabilities.
- You may have academic qualifications but equally you may not. Either way you have excellent written communication skills and an ability to solve problems of both a technical and a commercial / market nature.
- Experience and/or the ability to create and deliver compelling artifacts (internally or externally facing) from product requirements definition through to customer facing collateral.
- Experience facilitating workshops, and driving to tangible outcomes through design-led workshops
- A strong interest in the technology/software/SaaS space and a degree of technical literacy are required for this role.

Personal and work ethics

- A self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company
- Great written and verbal communication, organisational and multitasking skills.
- A team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference but won't trip over their ego when they turn around!

Sounds like you? We would love to hear from you!

Requirements

- At least 5 years' experience in product development, either as a product manager or in a technical capacity with a good understanding of the product drivers
- Experience contributing to strategic priorities, helping others relate to and align with it and setting product vision for a set of features
- Strong collaboration with highly technical areas, our Product Managers typically need to be comfortable discussing the merits of a RESTful endpoint, appreciation of cryptographic methods. For this portfolio, you will need to be comfortable with all aspects of DevOps, SecOps, ServiceOps, Release Management and deployment architectures.
- Proven experience of making evidence-based decisions and documenting them in a clear and concise manner
- Experience using a range of metrics to monitor the success and health of products and services
- Proficient technical writing for customer-facing portals such as our [MATTR Learn](#) site and [blog posts](#)
- Excellent stakeholder management skills and experience building meaningful, collaborative relationships across all levels of the business

Advantageous

- Awareness of Self-Sovereign-Identity, Decentralized Identifiers and the Web of Trust ecosystem
- Understanding of Oauth2, OpenID Connect and other established authentication and identity management protocols
- Experience building SaaS services & products and promoting them to grassroots developers as well as large enterprises and government agencies
- Being willing to get hands-on building out demo assets where necessary
- Experience using: Roadmap tools (Productboard, Aha, Roadmunk etc), ALM (Jira, DevOps etc), technical drawings (Sequence diagrams, user-flow diagrams, component architecture), OpenAPI spec 3.0 (aka Swagger), API tools (Postman, Insomnia), Git tools (GitHub, Bitbucket etc)