

JOB DESCRIPTION



TECHNICAL PRODUCT OWNER

Department:	<i>Business Development</i>
Reports To:	<i>Business Development Manager</i>
Supervises:	<i>N/A</i>
FLSA Classification:	<i>Exempt</i>
Approved By:	<i>President</i>
Revision Date:	<i>06/01/2018</i>

JOB PURPOSE:

The Technical Product Owner will be responsible for translating market trends, sales team feedback, and customer needs into a comprehensive product and systems offering to yield a profitable and growing business for the CANect Telematics product line. This person will help HED maintain a competitive and technological lead.

ESSENTIAL DUTIES and RESPONSIBILITIES:

Product Development/Management:

- Effectively translate business and product strategies into roadmaps and product specifications that deliver against our core customer value propositions and our company strategic and financial goals.
- Manage the creation and maintenance of user stories and business requirements based on Voice of Customer (VOC) for new features and enhancements.
- Lead product design, development, and production reviews with Business Development (BD) Team to validate customer and market viability of product design and deployment.
- Develop hands-on, in-depth knowledge of competitive products and maintain technical analysis of strengths and weaknesses.
- Coordinate beta testing of new products and features. Document and report problems to recommend solutions/improvements. Participate in product performance benchmarking activities.
- Research, secure, and maintain outside suppliers for the product portfolio, as needed.
- Product life cycle management to insure maintenance of Bill of Materials (BOMs) and HED product profitability through component obsolescence.

Sales/Customer Support:

- Serve as primary product expert.
- Field customer support calls including provisioning requests, troubleshooting, & “how to” requests.
- Drive resolution of open support tickets through engagement of proper internal resources.
- Provide technical sales support to BD team including discovery calls, field visits, and implementation.
- Build and maintain product training and sales tools for HED sales team, distributor sales team, and reps. This includes application notes, FAQs, product notes, user guides, presentations, online content and demos.
- Ability to travel (20%).

The above list reflects the general details necessary to describe the principle and essential functions of the position and shall not be construed as the only duties that may be assigned for the position.



MINIMUM QUALIFICATIONS:

- BS degree in engineering, preferably E.E.
- Requires 3 years' experience as a product owner, or project manager with in a complex or technical industrial B2B market category, preferably electronics. Professional experience tied to:
 - Understanding project management processes in an industrial environment.
 - Market development for new and existing IoT or Telematics products.
 - Complex multidisciplinary solutions. i.e. hardware, embedded software, cloud services, networking, etc.
 - Demonstrated portfolio and pipeline management skills.
- Requires excellent oral and written communication skills to effectively communicate with employees, customers, and suppliers.
- Requires the ability to use a personal computer including Microsoft Word, Excel, and PowerPoint software.
- Requires knowledge of and the ability to use a variety of standard office equipment including a telephone and copy/fax/scanner machines.

PREFERRED QUALIFICATIONS:

- It is desirable for the incumbent to have attained additional business-related education, such as an MBA.
- Experience in developing End-to-End Solutions including hardware, firmware, software, and web experience.
- Experience using CRM software.

PHYSICAL AND MENTAL DEMANDS:

The position is in a fast-paced environment with deadlines, critical data, and details that are part of the daily/weekly/monthly data presentations to keep the team informed on the product portfolio. Comprehension, reasoning, decision making, and math skills are required for this position.

While performing the duties of this job, the employee is frequently required to sit, talk and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. The employee is occasionally required to stand, and/or walk. The employee must occasionally lift and/or move up to 20 pounds while moving files or small packages. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

Protective Clothing Required: None

WORKING ENVIRONMENT:

Work is performed in an office environment or at customer sites when travelling. The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

I have read and understand the duties, responsibilities and requirements for this position. *

Employee Acknowledgement

Date

*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. HED, Inc. retains the discretion to add duties or change the duties of this position at any time.