



## **IP and Managed Services Product Manager**

---

**Department: Operations**

**Location: Anchorage**

**FLSA: Exempt**

**Reports To: Director of Business Development/Sales**

**Approved By: CEO**

**Revision Date: 09/02/16**

**Effective Date: 09/02/16**

### **Position Description**

The Internet of Things (IoT), IP and Managed Services Product Manager position is responsible for developing a transformational road-map that defines how the ASTAC existing product/services portfolio, existing systems and processes will best evolve to support an IoT, IP and Managed Solutions business strategy. This includes managing the launch and in-life management of IoT services, IP systems (both CPE and hosted) and managed services to include but not limited to: Disaster Recovery solutions, Data Hosting services portfolio, and Managed Telephony.

This position will be responsible for innovation and development of new revenue streams and continual enhancement of the portfolio of business IoT, IP and Managed products and services. The management of the IoT, IP and Managed Solutions strategy is accomplished through matrix management of internal resources and relationship management of external partners. The position serves as the liaison between engineering, operations and customer service/sales to drive product development, provisioning and billing development and provides subject matter expertise for all IP and Managed Services.

The IoT, IP and Managed Services Product Manager will identify new products and select development partners to determine the best solutions to meet ASTAC customers evolving needs. This includes negotiating contracts with development partners and ASTAC business customers to meet their development requirements.

### **Principle Accountabilities**

- Identify opportunities to increase sales and profitability through focused sales and marketing activity.
- Identify product requirements based on market analysis and customer feedback.
- Follow and enhance the ASTAC Product Development process to drive product development ensuring continued growth of the product.
- Provide innovative pricing, promotions and packaging models.
- Responsible for revenue budget forecasting and ongoing budget variance reporting. As well as, monitoring product performance on a monthly bases and taking corrective action where required. Managing COGS across product lines, e.g. transport, handsets and accessories.



- Stay current with changes and developments in the telecommunications industry. This includes gathering competitive information on products and services, mainlining market awareness, and sharing this information with internal and external shareholders to help drive understanding and growth of products.
- Manage complex contract negotiations and work with legal counsel as required.
- Build and manage relationships with suppliers and other ASTAC teams as appropriate.
- Work closely with engineering and operations staff to ascertain product feasibility and manage implementation.
- Maintain ongoing customer relationships with travel to our exchanges as required.

### **Candidate Profile**

- Strong product management experience preferably gained within the Managed Services arena.
- Experience of managing supplier relationships.
- Strong financial, analytical, project management and problem solving skills, with high attention to detail.
- Must be knowledgeable in evolving telecommunications terminology and technology.
- Working knowledge of the oil industry's (exploration, production and support services) telecommunications needs a plus.
- Must have exceptional communications skills (both verbal and written).
- Must have a strong desire to lead, plan, and manage projects to deliver on strategic plan.
- Strong presentation skills are required, both in person and via teleconference or videoconference.
- Ability to make sound decisions with the information at hand, with the end goal of customer satisfaction and positive revenue generation.

### **Education and Experience Required**

- Bachelor degree in Marketing, Business or related field (preferred). Experience in addition to the experience below may be substituted.
- 5+ years of experience in IP product development or related experience.
- Strong background of revenue growth in related position within the industry.



## Acknowledgement

*I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my Manager, the General Manager and the Board of Directors retain the right to change this Position Guide at any time.*

---

**Employee**

---

**Supervisor**

**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.