



Enabling Excellence in Communication and Technology

Director of Product Development

Location: Remote

EDCi provides infrastructure and contact center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers, our customers receive the highest quality of product and service the industry has to offer.

We are seeking an experienced software product leader to set the direction and roadmap for our software products. This is a high-visibility initiative and directly tied to corporate goals. As a Director of Product Development, you will be responsible for providing strategic direction of our software products, along with driving the software products roadmap. You will effectively drive collaboration across teams, act as the voice of the end-user and report status to the senior executive team.

This position requires expertise and insight related to product development, product design, and business strategy. On an average day, you might pitch a concept to senior leadership, create a launch plan with marketing, work with designers to test concepts and apps, prototype a new feature, iterate on a spec, analyze usage data, and help guide our engineering team through an implementation. You will have ultimate responsibility for influencing business strategy and priorities, defining feature sets, understanding our client needs, and working with engineering to develop our software products.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do, and a family dedicated to building on our strengths and improving our challenges both individually and collectively. Associates of EDCi have the opportunity to engage in dynamic projects, leveraging the latest technologies. Our partnerships provide a unique opportunity for associates to continue to develop their professional skills. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance



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- 401K match

And much more!

RESPONSIBILITIES:

- Envision, develop and drive software products vision, strategy, roadmap and immediate priorities
- Balance long term vision and big picture thinking with guidance and support of work currently in flight; ensure that today's projects inform the vision for the future and vice versa
- Deliver scalable, modular solutions that can support our customers' needs and can be delivered in an extensible and repeatable way
- Socialize our strategy, where necessary making the business cases for investment
- Lead and grow a team of talented product managers
- Collaborate and help guide cross-functional product, development, UX/UI, PMO and sales teams dedicated to building platform
- Provide effective written and verbal updates on the product strategy and key outcomes to senior leadership and stakeholders
- Define and analyze metrics that inform the success of products
- Promote a culture of rapid iteration based on insights gleaned from customer research, analytics, ongoing experimentation, and technical capabilities
- Work with executive leadership to set expectations and manage risks, dependencies, and tradeoffs within complex project delivery
- Develop maturity in our software development processes (Azure DevOps) including:
 - Formulating release plans and calendar
 - Providing direction on how to structure teams
 - Ensuring quality delivery
- Manage release control and release management, including upgrades and licensing
- May be asked to perform duties of a Product Owner



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ESSENTIAL SKILLS AND QUALIFICATIONS:

- 5+ years of digital product management experience leading customer-facing SaaS to produce measurable business and customer outcomes at scale
- 3+ years of digital product, technical or marketing management
- Proven track record in product planning, defining and launching successful products, unifying product portfolios, and working with SaaS product lines required
- Solid understanding of digital product development and Agile methodologies
- Leadership experience: demonstrated success and the ability to effectively communicate and influence across organizational lines (support, sales and product organizations)
- Ability to create and tell compelling, clear stories at all levels of the organization with a confident presence
- The ability to lead and protect cross-functional teams in high pressure environments
- A growth mindset: demonstrate a track record of coaching and developing team members to continuously learn, grow and develop new capabilities
- Excellent communication and presentation skills
- Strategic thinker with high level of business acumen
- Flexible in the face of obstacles and able to solve complex problems creatively
- Able to communicate and evangelize product vision, and strategy customers and internal leadership