

Job title:	Technical Project Manager
Department:	Product Development
Location:	Calgary, Canada
Supervisor:	VP Products

JOB DESCRIPTION

Job purpose

This role is responsible for project management of web application products throughout the development lifecycle, from inception to delivery, maintenance, and retirement. The role will manage about 3 large projects on a day to day basis, as well as look after a few smaller projects that will arise from time to time.

These web applications (comprising front end, back end, and APIs) aid our customers and service partners to easily use, deploy, and manage network services provided by NI. They are available 24/7 with thousands of active users and API sessions.

The ideal candidate has spent many years as a software developer and lead and has now transitioned into a project management role.

Duties and responsibilities

- Day to day management of ~3 major concurrent projects (multi-year, multi-release), and a few smaller projects (1-6 person months) as they arise.
- Maintain roadmaps / idea backlogs and initiate new release and feature planning.
- Forecast release and project deliveries with milestones for de-risking, prototypes, feature complete, test and trials. Manage projects to deliver to those timelines and budget.
- Capture and refine product requirements through discussion with stakeholders and developers.
- Track ongoing status for portfolio of projects – with monthly reports sent out.
- Identify, communicate, and mitigate project risks (technical and logistical).
- Assist development team with design of responsive web UIs and design of services for a consistent and excellent User Experience.
- Work closely with QA (part of the development team) to ensure good test coverage, and that we continue to improve defect escapes into trials and GA.
- Plan, Run, and Support trials / betas with internal and external stakeholders (customers and vendors).
- Work with Marketing, Activations, Tech docs, to ensure releases and products are ready for launch (both through and post trials).
- Contribute to continuous improvement of our development processes and best practices

Qualifications

Required Experience & Skills

- Degree in Computer Science, Software Engineering or equivalent discipline
- 3+ years of project management in developing SaaS products (always on web applications with global user base, multi-tenant, and multi-national operations).
- Proficient with Agile methodologies – Scrum, Kanban, and solid understanding of Software Development Life Cycle.
- Strong technical acumen in web software technologies (HTML5, CSS, Angular, Java – JEE, REST, SQL, NoSQL) at scale and ability to share that knowledge
- Ability to pro-actively recognize project risks (technical and logistical) and to create mitigation paths
- Motivating project teams to deliver on project deadlines while allowing for risk taking and creativity for longer term benefits.
- Exceptionally organized and proven ability to manage several projects at a time
- Able to produce and maintain written requirements and project documentation with ease

Nice to have

- 5+ years of development experience with micro services architecture in a continuous integration environment
- Experience in defining product features with consideration for User Experience.
- Experience in developing / managing one of: Network Management application, IOT application, Data Analytics (we use PowerBI), CRM (we use Dynamics 365)
- Familiar with network management concepts: Provisioning, Monitoring Usage, Billing
- Familiar with Docker, Cloud Infrastructure (AWS, Microsoft Azure), Serverless functions.
- PMP designation

Mindset

- Integrity: Ability to build trust
- Customer focus: ability to make priority calls aligned with value to business
- Excellent communicator
- Passion and pride in delivering results
- Creative, collaborative, and open-minded
- Pragmatic problem solver: get best ROI while balancing conflicting project needs

Working conditions

This is a full-time position in a professional office environment with flexible work hours. Occasional after-hours work will be necessary to provide tier-3 technical customer support or for a meeting with an overseas team member. Occasional travel is expected (including internationally) for projects or conferences.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.