
Position Description

SENIOR PRODUCT MANAGER – CLOUD SERVICES

BUSINESS UNIT:	Architecture and Applications
REPORTS TO:	Head of Product Management
MANAGEMENT:	Direct reports: 0
LOCATION/S:	Melbourne (or Sydney, Brisbane)
POSITION TYPE	Full Time Equivalent

About AARNet

Australia's Academic and Research Network (AARNet) was established in 1989 and is widely regarded as the founder of the Internet in Australia and renowned as the architect, builder and operator of world-class network infrastructure for research and education. We are Australia's National Research and Education Network (NREN).

We connect over one million users—researchers, faculty, staff and students—at institutions across Australia, supporting education and research across a diverse range of disciplines including high energy physics, climate science, genomics, radio astronomy and the arts.

Nationally, AARNet interconnects Australian universities, the CSIRO, and other organisations who have a research and education mission, or with whom the education and research sector interacts. These include hospitals, vocational training providers, schools and museums. Internationally, AARNet interconnects the Australian Research and Education (R & E) community to the world – and continuously develops new capabilities and partnerships to facilitate seamless data access and transfer. AARNet also offers a suite of supporting applications to our customers. These include network and collaboration services such as CloudStor and Zoom, that enable innovation in the delivery of research and education.

We are an organisation of innovators, doers, and courageous thinkers. We are not constrained by traditional products and solutions and we constantly strive to build the solutions that our customers will need tomorrow – today. If you have the imagination, foresight and drive to build the future why not come and join us?

The Role

AARNet is seeking a highly motivated self-starter with experience with customer-centric service design, good commercial acumen and practical experience in launching and managing cloud based products, and a sound technical background. AARNet already provides a number of cloud-based services tailored to meet the needs of our shareholders (universities and CSIRO), and customers from across the education, research and cultural and collecting sectors (see <https://www.aarnet.edu.au/network-and-services/cloud-services-applications/>).

The most widely adopted offering is CloudStor, which provides a range of storage services and data management tools with a specific focus on the data workflows of our user communities. This is a unique opportunity to lead the strategy, develop the roadmap, and deliver a range of unique services for AARNET's customers.

This position is preferably based in Melbourne where the majority of the Product Management team are based.

The successful candidate must be an Australian citizen or have permanent residency; a security clearance would be an advantage. Police and criminal history checks also apply.

The position reports to the Head of Product Management.

Responsibilities

- Develop close working relationship with internal stakeholders and third party vendors.
- Develop and execute the strategy and roadmap for AARNET's cloud services to meet the needs of AARNET customers, including
 - Ensuring product strategy is customer-demand driven.
 - Identifying new opportunities to address customer challenges through (for example) the extension of existing services, the additions of new new product/service offerings, developing new channels for supplying services, establishing third party alliances, etc., and developing business case proposals for these opportunities.
 - Identifying opportunities to increase the awareness and adoption of AARNET cloud services across AARNET's customer segments, working with the AARNET Customer Relations and eResearch teams.
 - Working with AARNET's Marketing and Communicatons team, manage product and service outreach and marketing activity.
 - Undertaking market, comparative and competitive analysis.
 - Working with development, operations and support teams to ensure that current and planned products are achievable and delivered according to the agreed specification.
- Monitoring service performance on a monthly basis, taking action to address any shortfall in expected takeup. Work within a team of product managers as a cross functional virtual team.
- Provide strategic and financial input and direction to the company's annual business planning.
- Keep abreast of latest product and service developments within the industry.

Expertise, experience & qualifications

- Bachelor Degree or equivalent education in related fields.
- 10+ years' experience in product management.
- 5+ years' experience in cloud services either on a commercial or technical level (both would be an advantage).
- Hands on experience in cloud services (IaaS, SaaS and/or PaaS).
- Design and documentation skills to effectively communicate a service architecture.
- Ability to coordinate and communicate effectively with colleagues, managers and vendors to achieve the timely execution of a technical program.
- Strong team management skills

- Ability to think strategically whilst achieving results in immediate area of responsibility
- Excellent communicator able to communicate at all levels and adopt a flexible and consultative approach
- Commercially astute
- Strong analytical and data manipulation skills
- Strong influencing and negotiation skills
- Ability to adapt to a changing business and market place
- Ability to think creatively and exploit business opportunities
- Methodical and detail conscious

Conditions of employment

AARNet is committed to diversity and providing equal opportunity to all. We're a great place to work if you want to make a difference. Remuneration will be based on skills and experience and will include an above market superannuation package.

How to apply

Applications, including a resume/CV and cover letter addressing the requirements of this role, should be sent by e-mail to employment@aarnet.edu.au by **11.59pm Thursday 26 July, 2018**.