Engineering Product Development Manager (IT Managed Services - Security Focus)

We are seeking a highly motivated and experienced Engineering Product Development Manager (EPDM) to join our team, focusing on the development and launch of innovative IT managed services products with an emphasis on security. This is a critical role to the valuation of the company for a planned equity event. This position is needed to develop a stronger set of recurring revenue monthly services that are relevant to clients for the next five to ten years. We expect a lot of these services to have a very strong focus on security, but not so much like the traditional SOC/SIEM/vulnerability assessment and monitored EDR type services already prolific in the market.

We are looking to take many traditional managed IT services and other not yet invented services, and bring those to market within the next two years. The focus on these services is an interesting approach in that many of the companies buying these services will have been recent victims of ransomware and business email compromise attacks. The right candidate will think out-of-the-box, be creative, but at the same time be technically competent, disciplined, and able to work with cross functional teams that include sales, marketing, accounting and the prospective end-clients.

The successful candidate will be responsible for driving the product life cycle from concept to market. This is an exciting opportunity for an individual who thrives on tackling complex challenges and enjoys bringing new, cutting-edge products to life while making a lasting impact on Alvaka's success and improving the lives of our clients. Working against the friction limited budgets and the internal "This is the way we do it now" mindset is a likely possibility. These challenges will make the right candidate thrive to overcome these hurdles.

Key Responsibilities:

- Conduct product marketing demand assessments and drive the development of product requirements, specifications, and feasibility studies.

- Evaluate product ROI, perform risk analysis, and develop mitigation strategies.

- Manage multiple concurrent product lines, including new products and product refreshes, ensuring successful and timely completion.

- Oversee product testing, quality control, and ensure product documentation is complete, including onboarding, offboarding, installation, and post-install quality control checklists.

- Coordinate technical and sales training for staff, develop product demonstration materials, and compile comprehensive FAQs for internal and external use.

- Establish and maintain standard operating procedures (SOPs) for product-related moves, adds, changes, and deletions.

- Collaborate with accounting to set product pricing, update pricing calculators, and define billing practices.

- Work closely with marketing to develop and execute a comprehensive marketing communications strategy, including product brochures, presentations, and product launch plans.

- Obtain required approvals from key stakeholders such as Product Manager, NOC Manager, Service Manager, Accounting Manager, and CEO.

- Foster a culture of innovation and continuous improvement, ensuring our product offerings stay competitive in the market.

Qualifications:

- Bachelor's degree in Engineering, Computer Science, or a related field; advanced degree preferred.

- But we also love candidates with equivalent real world experience, you know, the impressive self-taught types that produce incredible results.

- The ability to self-educate and re-invent their own professional competencies to meet the newly emerging challenges in the fast-changing world of technology.

- Proven experience in product development, project management, or a similar role within the IT managed services industry, with a focus on security products.

- Strong understanding of IT managed services, security technologies, and industry trends.

- Excellent leadership, communication, and problem-solving skills, with the ability to work effectively across cross-functional teams.

- Demonstrated ability to manage multiple projects concurrently, prioritize tasks, and meet tight deadlines.

- Passion for innovation, new technologies, and driving growth through successful product development.

Join our team and help shape the future of IT managed services with a focus on security. Help protect companies that are brutalized by the scourge of ransomware to be in a much safer spot post-breach when they subscribe to the service products you help bring to market. Be part of a dynamic, innovative, and rapidly growing organization that is committed to delivering innovative products and solutions to our clients. Apply now and start making a difference!

Remote Work is OK.

Pay Scale: We are not quite sure as this is a new position for Alvaka. We are guessing around $120k per year plus bonuses for achieving specific development goals.

To apply, please email resume to careers@alvaka.net with "Attention Oli" in the subject line.