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Technical Product Manager

## **Company Description**

Education2020 helps school districts provide core and elective instruction in a virtual school setting for students in grades 6–12. Our courseware is aligned to state and national standards and has helped students recover and accrue credits for graduation and prepare for state, end-of-course, and key standardized tests since 1998.

With our web-based model, teacher-led video delivery, and proven instructional approach, e2020 offers some of the most engaging and individualized instruction of any virtual school solution available today. It combines best-practice pedagogy with next-generation technology that enables your school to customize content and settings while providing an opportunity for students to learn at their own pace and make meaningful academic gains.

## **Job Description**

The Technical Product Manager maintains the technology product roadmap, creates concept documents, business and use cases for new services, features and functions to support customer demands, platform evolution, strategic growth, and innovation. This person is the primary conduit between the technology team and the broader business to coordinate all requests that impact infrastructure and development activities. Strong leadership skills are required to ensure competing demands from a variety of stakeholders can be managed, scheduled, and delivered to agreed timelines.

## **Responsibilities**

Serve as primary technical product expert

Lead product design, development and release process for assigned products, and maintain the product development roadmap in conjunction with the development team and enterprise product management team

Coordinate the collection, description, analysis, and prioritization of requests for new product functionality from across the business

Ensure nonfunctional and noncustomer driven features are coordinated, prioritized, and included in the roadmap planning driving platform sustainability over the long term through a collaborative process with infrastructure and development teams

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Create detailed use cases and business requirements and prioritize them according to a variety of business drivers

Support internal teams through leading the development and maintenance of various technical collateral including application notes, FAQs, product notes, user guides, field training presentations, online marketing content, and demos

Develop hands-on, in-depth knowledge of competitive products and maintain technical analysis of competitive strengths and weaknesses

Coordinate beta testing of new products and features

Document and report problems and recommend solutions/improvements to program managers

Participate in product performance benchmarking activities

Coordinate and track requests for engineering time on variety of tasks from across the business. Ensure timely communication of progress on these tasks and the appropriate prioritization over competing resource requests.

Stakeholder/customer expectation management is critical to ensure committed timelines are adhered to and adjusted as needed

Potentially perform product demonstrations at trade shows, online seminars, and other events

Document answers to customer technical questions that cannot be answered by sales staff or product support specialists using existing documentation

## **Requirements**

3–7 years of technical product management experience for an enterprise software company

Experience working with an Agile software development methodology desirable

Strong technical background is required (This role will work closely with the development team.)

Prior software development experience an advantage

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Strong organizational, prioritization, and problem solving skills and excellent verbal and written communication skills

Ability to effectively interface with a variety of business stakeholders as well as customers

Hands-on experience translating business requirements into low-level technical requirements and articulating these to development and infrastructure teams

Ability to work in a dynamic and fast-paced environment

Must have experience with cross-functional teams that include engineering, sales, and marketing staff

Must be able to effectively interact and communicate with executive management

Bachelor's degree in technical field preferred

Equal Opportunity Employer, M/F/V/D, and a member of E-Verify