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POSITION DESCRIPTION

Cloud Product Manager

Position Level	Level 9
Faculty/Division	Division of Operations
Position Number	ADMIN ONLY
Original document creation	September 2023

Position Summary

The Cloud Product Manager is responsible for overseeing the product development lifecycle, driving the execution of the product vision and strategy and managing the product backlog. They will work closely with stakeholders and service customers to understand their needs, translate them into product roadmaps, requirements, and work with the Cloud Engineering team to deliver features to meet client needs.

The Cloud Product Manager plays a key role in guiding the development and evolution of the suite of platforms and infrastructure products designed to meet the needs of in-house developers and aligns with the strategic objectives set by the Platforms and Service teams.

The role reports to the Sr. Manager of Platforms and Services and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Collaborate with the Platforms and Services Team, Enterprise Architecture, Cloud Platforms Engineering, StARS and Business Partners, and Cloud Platform Architect to understand and execute the product vision, strategy, and objectives for foundational infrastructure platforms.
- Engage with stakeholders to understand the requirements of the Business Partners, StARs and customers, roadmap, document and communicate them to Cloud Engineering, who is responsible for developing the required products.
- Provide strategic advice and guidance to the business to promote operational effectiveness and continuous improvement initiatives relating to infrastructure operations.
- Optimise Cloud infrastructure via managing and leading activity related to cost analysis, migration, troubleshooting, development and providers to support all Cloud based infrastructure solutions.
- Develop and maintain the product roadmap and backlog, ensuring that it is well-organised, prioritised, and aligned with the product vision and objectives.

- Define and track key performance indicators (KPIs) to measure the success of the platform and inform future product roadmaps and decisions.
- Champion the use of Agile methodologies and processes, such as Scrum or Kanban, to manage the product development lifecycle.
- Stay up-to-date with industry trends, emerging technologies, and best practices in Cloud infrastructure and platform services.
- Engage with the Senior Manager of Platforms and Services to report on product progress, customer satisfaction, and risks, ensuring alignment with strategic objectives and efficient use of resources.
- Utilise expert knowledge to identify opportunities for performance improvements, analyse performance metrics, and optimise cloud resources for efficient and reliable system performance.
- Develop, implement and maintain security best practices, policies, and controls in the cloud environment.
- Share knowledge and provide training to promote cross-functional collaboration and skill development within the team.
- Maintain strong knowledge with industry trends, best practices, and emerging technologies in cloud operations.
- Proactively identify and lead opportunities for operational improvements and implement necessary changes.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Tertiary qualification in Information Technology (or equivalent), supplemented with demonstrated success in an IT environment and managing multiple complex projects in a large and diverse organisation and subsequent relevant experience.
- Advanced understanding of cloud computing concepts and architectures, with hands-on experience in Azure including CLI, PowerShell and Portal usage.
- Experience in product management methodologies, including Agile, Scrum, and Lean, to drive product development and deliver value to clients.
- Strong understanding of Cloud infrastructure and platform services to effectively guide the development of Cloud-based products.
- Excellent communication, collaboration, and stakeholder management skills to work with cross-functional teams and ensure alignment of goals and objectives.
- Demonstrated experience creating and maintaining product roadmaps, backlogs, and customer stories, prioritising features and improvements based on client needs and business impact.
- Analytical and data-driven mindset to make informed decisions using metrics, client feedback, and market research.
- Strong problem-solving skills to address challenges and obstacles that may arise during product development.

- Familiarity with product management tools (e.g. Jira, Confluence, SharePoint) and collaboration platforms (e.g., Teams, Confluence) to effectively manage product development activities.
- Ability to create and present product demonstrations, presentations, and other materials to showcase product features and benefits to internal and external stakeholders.
- Continuous learning mindset to maintain knowledge of industry trends, emerging technologies, and best practices in cloud infrastructure services and product management.
- Familiarity with security practices and frameworks relevant to cloud environments.
- Demonstrated understanding of DevOps principles and practices and relevant certifications in cloud technologies (Azure preferred)
- Advanced written and verbal communication skills, with ability to influence and negotiate at a senior level.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.