Senior Product Manager, Platform

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Company: WP Engine

Location: Poland

Category: other-general

We engage the most inspired minds to do their best work wherever they work best—powering the freedom to create worldwide.

We are currently seeking an accomplished Senior Product Manager to join our Platform team. In this pivotal role, you will assume the position of a product leader, leveraging an advanced analytical mindset and profound technical expertise in WPE's intricate product portfolio and ecosystem. Your primary responsibility will involve translating customer experiences pertaining to WordPress and site management into precise engineering requirements.

You will play a key role in shaping, developing, and overseeing the success of high-value features for our WordPress platform. Your leadership will be instrumental in providing clarity to both your team and stakeholders through the meticulous creation of a well-organized roadmap and backlog. The ideal candidate will bring a unique blend of business analysis skills, a wealth of experience in web hosting, and a proven commitment to serving as a dedicated customer advocate in an agile, fast-paced environment. This role demands not only strategic vision but also a comprehensive understanding of the intricate dynamics of our industry, making it an ideal opportunity for a Senior Product Manager ready to make a significant impact.

What's cool about this job:

Handling scale is a hallmark for any great Platform Product Manager. More users, more

products, more customers, more traffic; all attributes that create unique opportunities to push one's experiences even higher. WP Engine's Platform team deals with scale each and every day: our market leading WordPress managed hosting product serves the needs of 185K+ customers, serving 4+ billion requests every day for 1+ million websites.

In this role, you will be at the heart of how these websites are managed, from making it easy for customers to manage which versions of WordPress their sites will support to ensuring that the data on their production site is exactly what it should be to automating backups, version updates and other site management needs that might normally slow our customers down. In this environment, you will have the ability to challenge assumptions about how our customers use our platform, and define new ways to meet customer's business needs. With your expertise, you will help us seek and implement new ways to deliver a comprehensive managed WordPress platform while improving the reliability, scalability, and performance of our offerings.

The Day to Day:

Collaborate with other Product Managers to understand our platform's product strategy and your team's role within.

Own the overall customer experience for the services and domains that your team works with.

Effectively communicating technical information related to the infrastructure team to non-technical stakeholders

Regularly refine and prioritize your product roadmap using customer insights, data, and stakeholder input. Lead negotiation and trade-off discussions where needed.

Define high-quality epics and user stories with thoughtful acceptance criteria which result in delivery of customer value, and solutions that reduce workload for our Customer Experience (CX) organisation in favor of valuable self-service capabilities.

Work closely with engineering leaders to incorporate technical direction/strategy into product roadmap and backlog.

Work hand-in-hand with your engineering team to design, schedule, and deliver in a Scrum and Agile environment.

Work alongside other Product Managers, Program Management, and Customer Experience (Cx) to set clear expectations and to identify in-scope teams, dependencies, and technical requirements for project work.

Track results and impact for your domains through identification of clear product success metrics.

Hold an uncanny ability to build trust and rapport with internal and external partners.

Minimum Qualifications:

Bachelor's degree and/or equivalent experience in a field with a strong emphasis on technology (Computer Science, Engineering, Information Technology, Analytics, Mathematics, and/or Business).

7+ years of experience in product management in a technical environment.

Product Manager and/or Product Owner certifications. (e.g. Certified Scrum Product Owner, Pragmatic Marketing certified Product Manager.)

Familiar with DevOps/Production Engineering/ SRE best practices

Focus on understanding market and customer problems (the why) before working on possible solutions (the what).

Demonstrated knowledge and experience in software implementation life-cycle (Scrum, Agile, Iterative and Incremental, etc.)

Outstanding communication skills to relate software product features, technical designs, and product strategy effectively to both technical and non-technical teams.

High attention to detail and experience leading multiple, contending priorities simultaneously.

History of partnership and willingness to roll up one's sleeves to push things over the finish line.

Benefits:

Company Stock Options (Every employee is an owner in the company)

Health Benefits (100% Paid Employee Medical, Dental, and Vision)

Pension Scheme with a match

Life Insurance and Income Protection (100% Paid)

Supplementary Maternity & Paternity Pay and Caregiver's Leave

Employee Assistance Program

Generous Vacation Time (Who doesn't like time off)

Home Office Stipend

Tax free annual wellness benefit through Clevercards

4 Company Wellness Days

On-going education through LinkedIn Learning, Workday Learning and our Career Growth Portal

Free annual subscription to Calm

#LI-MT1
#IJ #wpenginejobs
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