

# **Product Manager — Computer-Aided Dispatch**

Base Salary= Six Figures

Location= Southern California

Relocation= Package provided if necessary

The perfect background is described below but the other model that works for this company is someone that has an intimate knowledge of Computer Aided Dispatch software. They have either run or been a part of running an EOC, PSAP, Communication center specific to law enforcement response. This company is willing to teach the Product Management side of the business as long as this individual has at least 5 years of direct CAD exposure and knowledge!

## **EXPERIENCE & SKILLS**

- A minimum of 3 years working for a software vendor or software consulting firm delivering technology in the public safety marketplace.
- Excellent listener, writer, and speaker.
- Excellent interpersonal skills and proven team player with co-workers and customers
- Demonstrated ability to understand and communicate technical concepts
- Ability to travel (domestic and international; up to 20%)
- 1-2 years experience as a product manager
- Prior employment experience working directly in the Public Safety industry (Law Enforcement, Emergency Medical Services, Fire Service)

## **JOB DESCRIPTION**

The Product Manager is responsible for product planning, requirements development, and lifecycle maintenance issues of my client's products. The role requires accurate analysis of pervasive operational problems in existing product, concise documentation of operational scenarios targeted for improvement, creation and management of associated software requirements, and facilitation of the development and delivery of improved technology.

They will interact regularly with other product-line managers, engineers, subject matter experts, sales, marketing staff, executive management, IT and other staff. Therefore, the Product Manager must possess excellent communication and writing skills, a rich blend of business and technical savvy, big-picture vision, with the ability to manage numerous tactical and strategic priorities effectively at any given time.

## **RESPONSIBILITIES**

- Capture market requirements by various means including: direct interaction with public safety agencies, on-going consultation with Sales and Support and management of specific requests from current or potential customers.

- Develop and manage various types of documents that will guide product development including the Operational Scenario Document (OSD) that defines user-based operational scenarios for each new feature or enhancement; and the Software Requirements Document (SRD) that defines the functional requirements needed in support of a given OSD.
- Assist the Product Manager by maintaining the product roadmap for the suite of products including the management of contractual commitments, client requests, internally-driven requirements and the engineering estimates associated with these roadmap items.
- Develop and maintain a detailed understanding of their products and other complementary technology.
- Interact with engineering, QA and documentation teams to ensure that designs and completed product features meet customer expectations and market demands as established in operational scenario and requirements documentation.
- Assists the Product Manager in the coordination with other departments of release schedules and critical launch activities to enable timely and effective product releases.
- Assist with the preparation and execution of version-level roadmap planning meetings and participate in regular defect-review meetings with Engineering and Technical Support.
- Prepare concise and accurate written responses to technical inquiries associated with sales proposals, marketing presentations, training materials and product documentation.
- Perform competitive research of strengths, weaknesses, opportunities and threats (SWOT), associated with the product-line.
- Assist with the preparation and execution of user-conferences, trade shows, and sales demos. Attend industry meetings and participate in public safety association activities.
- Other assignments as may be provided.

## **EDUCATION**

Bachelors' degree in Business, Computer Science, Criminal Justice, related field or equivalent life experience.

## **CONTACT**

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