

# App Product Manager

Location: [Asia & Pacific] [India]

Town/City: Chennai

Category: Information Technology

Job Type: Open-ended, Full-time

**\*Position location to be determined by home country of successful candidate in a jurisdiction (US state or country) where WVI is registered to operate.**

**\*Please submit your CV in English.**

## PURPOSE OF POSITION:

We are looking for an App Product Manager to join our team in World Vision during this exciting time of organisation-wide digital transformation and revitalisation of World Vision's child sponsorship experience.

The App Product Manager (IT Manager III) role is responsible for leading the design and development of the new global Mobile App for World Vision in alignment with agreed global roadmap and strategic goals of the organization. In collaboration with stakeholders across local and global teams, this role will provide global leadership in the intersection of marketing and technology and will be responsible for successful delivery of the global Mobile App product to be launched to World Vision child sponsors in several markets within the next year.

This role has a responsibility for activities that contribute to planning, creating and implementing an IT vision and strategy for global Mobile App aligned with the company's strategic business plan. They own the development of global standards, technology architecture, technology evaluation and deployment as well as user interface and experience of the global Mobile App. They manage small to large teams of people responsible for developing and delivering IT solutions for the business and customers. Each role within this job family provides technical and business leadership to their organizations as well as to the business.

App Product Manager is involved in the full systems life cycle of the global Mobile App and therefore are responsible with the assigned teams and partners for user experience and interface design, business and technical requirements, technical design, coding, testing, and implementation that is delivered according to business requirements on time, within budget and in alignment with the agreed roadmap and strategic goals. Responsibilities include participation in component and data architecture design, technology planning, product evaluation, advanced testing processes and buy vs. build recommendations as well as user testing and related user experience and interface enhancements. Individuals

also provide input to project plans related to the global Mobile App initiative.

IT Leaders are also responsible for analyzing trends in technology, assessing the impact of emerging technologies on the business, providing solutions to address technology and business issues, and managing financial resources while ensuring the development of high-quality technology solutions. These solutions must be developed at the best possible cost and be aligned with customer and business needs while establishing relationships with employees and key internal and external stakeholders. They are also responsible for participating and leading the development of an IT governance framework that defines the working relationships and sharing of IT components among various IT groups within the organization.

To be successful, individuals must possess a combination of business, technical and leadership skills and competencies. This requires an understanding of client's business needs, processes and functions. They also need a solid knowledge of IT infrastructure, architecture, applications development and support, networks, and computer operations. In addition, individuals working in this job family must have excellent communication skills and the ability to influence others.

## **KEY RESPONSIBILITIES:**

### ***Business and IT Strategy:***

- Implements the tactical components of the IT strategy at an Enterprise level.
- Works with business partners across fundraising offices and global functions to understand business needs.
- Develops high level scope, leads product roadmap and defines backlog items that guide the Agile software development team.
- Manages the development and implementation of global Mobile App to support business strategy.

### ***Change Management:***

- Embraces and executes change through frequent, communication to staff and clients about the change and the impact of the change (individual and business).
- Consistently advocates for the change.
- Coaches staff through the change.
- Identifies and removes obstacles to change.

### ***Governance:***

- Provides input into demand management process and executes on plan.

#### ***Architecture & Design:***

- Provides input to technology planning within a functional area.
- Implements solutions consistent within current context of overall architecture
- Identifies and oversees documentation of business and technical requirements.
- Oversees creation and review of technical design specifications and signs off final requirements
- Identifies better sources of data feeds and interfaces with architects to ensure their feasibility with corporate data warehouse, when needed.
- Influences in planning with Architecture team to define, plan, analyze, implement and operationalize enterprise data model.

#### ***Project Planning:***

- Participates in all project planning processes within a functional area.
- Leads strategic planning and provides guidance and expertise on UX/UI, system options, risk, cost vs. benefits and impacts on business processes and goals.

#### ***User Experience:***

- Oversees user experience and user interface design, development and enhancements in collaboration with key stakeholders
- Possesses a fundamental understanding of end-to-end customer experience integration and dependencies

#### ***Process Improvements:***

- Implements defined process improvements.

- Increases understanding of Agile practices, Lean Startup, new technologies opportunities and other new trends.

***Finance:***

- Participates in the development of IT budgets.
- Tracks and takes appropriate steps to stay within budget.
- Provides high-quality services at optimal cost to customers.
- Measures service performance and implements improvements.

***IT Technology Development:***

- Develops and implements technologies to improve the performance of a business efficiency and effectiveness.

***Service Level Agreements (SLAs):***

- Participates and provides input to the SLA development process.
- Ensures internal SLAs are met.

***Vendor Management:***

- Provides advice and counsel to the vendor relationship decision-making and contract development processes.
- Reviews service provider performance.
- Identifies and confirms performance problems and notifies contract managers.

***Resource Management:***

- Meets regularly with team to gather work statuses.

- Discusses work progress and obstacles.
- Provides advice, guidance, encouragement and constructive feedback.
- Ensures work, information, ideas, and technology flow freely across teams.
- Establishes measurable individual and team objectives that are aligned with business and organizational goals.
- Documents and presents performance assessments.
- Recognizes and rewards associates commensurate with performance.
- Implements organizational practices for staffing, EEO, diversity, performance management, development, reward and recognition, and retention.

***Workforce Planning:***

- Identifies the roles, skills and knowledge required to achieve goals.
- Ensures staff has the resources and skills needed to support all work initiatives within the assigned function or Center of Competency (COC).
- Participates in IT workforce deployment activities.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Master's (or Bachelor's) Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.
- Requires experience in supervising and building relationships with people at a variety of levels.
- Typically has 7 to 10 years of relevant IT and business work experience.
- Requires demonstrated ability to launch and deliver a single IT project on time and within budget with a customer-first mindset.
- Understanding and experience with Agile methodologies.

- Effective in written and verbal communication in English.

***Preferred:***

- Strategic thinking with attention to detail and bias for action.
- Proactive, self-starter with excellent project management skills and ability to manage multiple tasks effectively.
- Proven leadership experience of managing a team.
- Interpersonal skills and developing relationships with team members and customers.
- Outstanding communication, presentation and leadership skills.
- Overall understanding of technologies used in the product.

***Work Environment/Travel:***

- The position requires ability and willingness to travel domestically and internationally.