



Senior Product Manager

XOi Technologies, one of the fastest growing startups in Nashville, is changing the way field service companies capture data, create efficiencies, collaborate with their technicians, and drive additional revenue through the use of the XOi platform.

Product Management is responsible for working with stakeholders to create products that delight customers. We are looking for a creative, highly motivated individual to join XOi as Senior Product Manager, primarily responsible for leading the product team in establishing stable product management practices, including prioritization, feature definition, and roadmap planning. Reporting directly to the Chief Product Officer, this person will play a key role in managing the product team to capture customers' needs and define products that surpass customers' expectations. The candidate should be familiar with user testing, usability testing, prototyping, and market validation. They will work closely with the VP of Engineering to establish healthy backlog grooming, planning, and retrospective practices.

The ideal candidate is someone who excels at nurturing customer relationships and serving as champion on customers' behalf for product improvement and innovation. They are a leader who is highly driven to exceed benchmarks for product and service quality and passionate about the overall customer experience.

If the position overview below describes you, please email your resume to careers@xoi.io for consideration.

Responsibilities:

- Evaluate and support systems of best practice with regard to: customer and team feedback; user story development; engineering prioritization; product delivery.
- Establish and monitor metrics for tracking product performance and user engagement.
- Work with the product team to communicate product status and progress across the XOi organization.
- Create well-documented, clear requirements for consumption by the engineering team.
- Work with the engineering team to understand technical capabilities and limitations in order to effectively scope and prioritize work.
- Create and support training resources and programs which deliver universal and comprehensive internal knowledge of the product.
- Mentor less experienced product managers in their craft, working with them to identify cross-product connections to further empower end users.
- Think critically alongside and on behalf of customers regarding their challenges to identify strategic opportunities to advance the XOi platform.
- Advocate for customers' needs and challenges, engaging internal teams on behalf of their product feedback.

Requirements:

- 3+ years of experience and proven success in product management with companies that have digital products.
- Detail-oriented, well-organized, and creative; especially as it relates to systems, processes, customer needs and development.
- Proficient in Jira and G-Suite.



- Excellent written and verbal communication skills.
- Experience in product marketing, engineering, machine learning, and data science a plus.
- Experience in a mechanical, electrical, and plumbing industries a plus.

You Are Someone Who:

- Regularly puts yourself in customers' shoes and champions on their behalf to continually improve the customer experience.
- Views your profession as your craft and continuously pursues excellence in your work.
- Thrives in a fast-paced, high-growth startup environment.
- Thinks critically about your business, product, and customers; speaks up when you observe a weakness, threat, or opportunity, and takes action to the best of your capacity.
- Thinks creatively, but realistically, to incorporate customer feedback into the product roadmap.

You'll experience:

- Being a key part of a fast-growing software company where you can make a difference.
- Comprehensive insurance plans.
- Monthly wellness allowance.
- Flexible paid time off & paid volunteer time.
- Learning & development.
- Working in the historic and centrally located Marathon Village in Nashville, TN.
- Participating in team outings, events, and general fun!
- Helping to change an industry by serving the men and women that make our world turn.