



Published Role Title	Digital Technical Product Owner (SYS-51851)
Type of Role	Perm
Location	Street, Somerset, UK

Job Description

Job Overview

The Digital Tech Product Owner will lead the end-to-end digital development for a specific tech product or products as they are developed, launched and become BAU. The mission of the tech product owner is to interact closely with business stakeholders, users, and the external IT delivery team to envision, prioritise and deliver tech products directly contributing to Clarks, consumer journey, OGSP alignment and success of the business. They will also work alongside multiple 3rd party partners during any one or more phases of the development and BAU lifecycles.

The Digital Tech Product Owner evaluates, challenges, and advises tech development activities at the outsourcing partner / delivery teams as well as performing rigorous tech product testing which will cover both front and back end integrations. The Digital Tech Product Owner will have extensive experience in consumer facing digital activity, such as ecommerce and POS, incorporating lead generation or other consumer focused digital products (e.g B2C, B2B, POS, PLM, Integrations, Infrastructure and Networking, etc). They will also have extensive knowledge of consumer driven product development processes.

Responsibilities

- Lead and understand the underlying business of the tech product and collaborate with business stakeholders in order to shape the vision and roadmap of the tech product team to deliver on business strategies and goals.
- End-to-end ownership of the tech product's entire value chain from ideation to release, BAU and lifecycle management
- Define MVPs, developing compelling user journeys, epics and stories, managing the tech product backlog priorities, and strategically de-scope to achieve rapid feedback cycles.
- Monitor, evaluate, and advise tech development activities at the outsourcing partner/ delivery teams.
- Work with operational teams and support partners, to review issues and find solutions, without impacting the outcome and time to either tactically or strategically fix.
- Implement and conduct rigorous tech product testing and quality assurance procedures.
- Create A/B testing backlogs for rapid iteration on potential tech product improvements and gain an in-depth understanding of customers and users to gather key insights that will shape the tech product experience.
- Leverage your experience, expertise and good judgement to make quick decisions in a fast moving and ever-changing environment.
- Identify future potential and opportunity space for the tech product and get teams, users and business network excited about it.

Qualifications

- Knowledgeable in the business field related to the particular tech products
- Solid understanding of the business purpose and KPIs of the tech products
- Understanding of the issues faced by businesses and experience in working with them to create robust, scalable, flexible and relevant software solutions
- Deep tech expertise depending on the particular tech product (area)
- Experience with designing creative, quality customer tech products by defining business requirements, as well as enabling business capabilities and objectives through technology in a Scrum Agile environment
- Knowledgeable about latest trends in the tech product area and the relevant technologies
- Entrepreneurial self-starter who is self-motivated but also a team player
- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer/business needs together with the technology platform road map into manageable product backlog user stories.
- Excellent verbal and written communication skills with strong attention to detail and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts
- Experience in leading cross-functional teams and motivate them to go the extra mile working with UI/UX teams to produce high quality artefacts as part of the product delivery process
- Strong tech product intuition and user empathy
- Excited about trying new solutions outside standard approved
- Advocate of Digital and Agile approaches, drive simplicity and scalability.
- Expertise in agile software development and in leading and inspiring engineering teams in a tech product-led organisation

- Experience with conducting user research, A/B testing, rapid prototyping, and analytics