

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: ASSOCIATE PRODUCT MANAGER**

#### **BASIC FUNCTION:**

Under assigned supervision, the Associate Product Manager guides the product strategy and technology solutions for their department and related multi-disciplinary teams to increase reliance on data for educational insights; conducts research to understand the technology needs of end-users to inform product vision and functionality; provides product management support for data systems and technology solutions; works collaboratively with department leadership, as well as internal and external partners to develop and revise product vision and strategy; coordinates with internal and external teams to develop, implement, maintain, and evaluate the performance of systems; tests and guides end-user problem resolutions.

#### **DISTINGUISHING CHARACTERISTICS:**

The classification of Associate Product Manager is responsible for project management to implement product strategy and vision as determined in collaboration with department leadership.

#### **REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in the classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

#### **ESSENTIAL DUTIES:**

Collaborates with department leadership to develop the strategy and vision for technology solutions that meet the needs of multiple stakeholders; works closely with a multi-disciplinary team to leverage technology solutions.

Communicates with management to discuss potential information technology and product design strategies and enhancements, as well as define project scope; aligns the activities of each team to facilitate efficient and effective development of products; works closely with UI/UX and lead developers; manages product-related risks.

Creates and maintains product roadmaps and product requirements; works closely with other teams to create documentation and materials (e.g., user personas, problem context, communications) to inform product vision and strategy; documents and writes user specifications, flow charts, work-flow analysis, and process diagrams.

Coordinates with various technical teams to ensure that product roadmap timelines are met; works closely with stakeholders and quality assurance teams to ensure releases are on time and meet customer expectations.

Coordinates and facilitates sprint planning meetings with internal and external stakeholders to prioritize core functionality and enhancement; uses an Agile approach to development, including product discovery and product delivery, that is informed by customer needs.

Conducts user and market research and provides recommendations for product enhancements and core functionality that meets the needs of multiple end-users; communicates with internal and external stakeholders to refine core functionality.

Works in conjunction with data teams to use iterative processes to ensure constant product evolution to meet ever-changing end-user needs.

Conducts system tests; provides support for testing of systems, documents testing methods, and communicates with developers to resolve root-causes of software bugs; confirms the adequacy of and acceptability of programming changes; actively participates in ongoing testing to resolve functions as required.

Maintains the daily operations of technology solutions; writes structured language queries to extract data/files, corrects system anomalies and produces reports; inputs data.

Prepares and delivers presentations as needed.

Compiles information from multiple data sources and prepares and maintains a variety of records and reports; initiates queries, develops spreadsheets, manipulates data, and develops ad-hoc reports as needed.

Provides recommendations and supports implementation and development of marketing tools to engage and maintain customers.

Engages in ongoing research to understand the various data needs of the early learning mixed delivery system and is informed on early learning technology solutions being implemented across the country.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Agile software development concepts and methodologies.

Data and analytics usage in a Pre-K to post-secondary education environment.  
Big data platforms (e.g., Microsoft Data Platform, etc.), Power BI and ETL processes  
Excellent presentation skills needed to share product roadmaps and strategies before internal and external audiences,  
Project management concepts, terminology, and tools. Incident, process, and project management applications such as ServiceNow and Jira.  
Proper English usage including grammar, spelling, punctuation, and sentence structure.  
Applicable laws, codes, regulations, policies, and procedures.  
Interpersonal skills using tact, patience, and courtesy.  
Design and program development strategies

**ABILITY TO:**

Plan, organize, and influence the vision, operations, and activities for technology initiatives of the SCCOE.  
Make thoughtful, actionable recommendations and quickly build consensus across internal and external partners.  
Work with cross-functional teams.  
Build rapport with internal and external parties, staff, and partners.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Operate a computer and assigned office equipment.  
Analyze situations accurately and adopt an effective course of action. Meet schedules and timelines. Work independently  
Analyze data to drive decisions.  
Plan and organize work.  
Prepare comprehensive narrative reports.  
Manage multiple projects and prioritize tasks.  
Maintain a variety of reports, records, and files related to assigned activities.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* bachelor's degree in computer science, information systems, or related field and 3 years of experience working on technology-powered products coordinating and participating in user research, end-user support services, design and programming development, or assistance with product development and management in an Agile environment.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Approved by Personnel Commission: August 9, 2023



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Marisa Perry  
Director III – HR / Classified Personnel Services

Date: 8/9/23