

# Product Owner, Customer Engagement

## POSITION SUMMARY

Are you an experienced and motivated product owner with passion for user experience seeking to join an innovative software company? If so, then read on:

We are looking for a Product Owner at our Minneapolis headquarters. As a software company, this is a key position directly responsible for contributing to the success of the organization. Your unique skill set and technical knowledge will carry into our overall product strategy conversations. We're looking for an energetic, motivated self-starter that has a passion for technology and can bridge the business need with an understanding in technology, integration and innovation capabilities.

## WHY CALABRIO?

Imagine a job where you...

- Work directly with senior management on a regular basis contributing to product management and product delivery
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- Enjoy no-nonsense working environment where you collaborate with colleagues across business units.
- Have tons of room for career growth and opportunity

## CORE RESPONSIBILITIES

As Product Owner you will take ownership for the management of the product backlog both from a technical perspective but also how it pertains to the business elements of the product portfolio. In this position, you will partner with the Product Managers to define, analyze, prioritize and refine requirements. You will communicate technical and functional requirements to the development team. This position will require a core understanding of technology and how technologies can improve our products through innovative business solutions. You will need to prioritize tradeoffs, clarify requirements, and work to drive user stories to acceptance throughout the Agile software development lifecycle. You will work directly with our various internal and external stakeholders, including senior staff and department managers, as well as with a small development team to ensure successful translation of those requirements into high-quality output

- Writing user stories and scenarios that may require some technical integrations with functional outcomes.
- Collaborate with the Product Managers, Development Managers and Quality Assurance to maintain the product backlog.
- Leverage your technical knowledge to improve communication with development requirements and the business needs.

- Making rapid tactical development decisions if they impact functionality, performance or usability.
- Ability to understand technologies at a high level, including technical trends and innovation
- Participating in technical release planning.
- Participating in Sprint planning, review, and retrospective meetings and providing feedback to the team.
- Validate requirements, user stories, and acceptance criteria with internal and external stakeholders.
- Maintaining constant communication with the team.
- Manage scope and define minimum viable product for assigned development concepts.
- Helping the team to estimate development time for each scenario.
- Work closely with UI/UX teams to drive experience maps, concept storyboards, functional wireframes and other user experiences

## DESIRED SKILLS

- Previous software or web application development experience a plus
- Experience in product design, project management and business analytics
- Experience with one or more of the following:
  - Hands on experience with technology
  - Voice/Data networking or administration professionals
  - Hardware or Systems Integrations
    - MS Windows/Azure
    - Virtual Infrastructures
    - Gateways/Routers/Switches
    - CRM
    - SaaS Platform
    - Security and Compliance
  - Analytics/Data warehouse/Business Intelligence solutions
  - Performance or other Metrics based evaluation/management solutions
- Experience with one more of the following industries/verticals
  - Contact Centers
  - SaaS
  - Healthcare
  - Financial
  - Retail
  - Logistics

## EDUCATION/EXPERIENCE

- Bachelor's degree in related discipline or equivalent work experience
- 7 years of experience with 3-5 years in Product Owner, Product Manager or Business Analyst role
- Experience with Agile/SCRUM techniques
- Experience working with commercial B2B SaaS applications

- Working knowledge of SDLC
- Able to work comfortably in an evolving environment and convert ambiguity to clarity
- Excellent, creative problem-solving and technical skills

### **INTERESTED IN THIS OPPORTUNITY?**

To apply, click [here](#)!

### **COMPANY POLICY/PROCEDURES COMPLIANCE**

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

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