



Product Manager – Telecom/ISP

About Netsweeper

Netsweeper is a leading provider of application and Internet content classification and filtering solutions for businesses, educational institutions, government organizations, service providers, carriers, and OEM partners around the world. The Netsweeper platform provides web security tools necessary to optimize network usage while providing all users with a positive, productive and safe Internet experience.

Best known for our web content categorization technology, to keep pace with the constant and massive growth of malicious and harmful online content, we use artificial intelligence technology to scan and assign content to categories automatically in real-time, without human intervention.

Founded in 1999, Netsweeper is headquartered in Waterloo, Ontario with offices in the UK, Dubai, India, and the Netherlands, plus additional distributors in Australia, the United States, the Middle East and Northern Africa, South Africa, Malaysia, Pakistan, and South America.

Role Description

The Product Manager is responsible for both product planning and product marketing strategies for the Netsweeper flagship product. This role is specifically focused on the global Telecom and ISP marketplace for regulatory compliance and value-added services. This position will be working from our Waterloo, Ontario office location.

You will be responsible for managing the product throughout the product lifecycle, gathering and prioritizing product and customer requirements, defining the product vision, and working closely with Product Development, to deliver winning products. It also includes working with sales and support to ensure revenue and customer satisfaction goals are met. You will also ensure that the product and marketing efforts support Netsweeper's overall strategy and goals.

The Product Manager is focused on taking new product ideas from concept to reality by understanding the market opportunities, developing and communicating product specifications to key stakeholders, helping guide the development and QA processes to ensure the product functions as required, and participating in go-to-market activities. The Product Manager is actively engaged in the product design process with a core objective of translating customer business challenges into technology solutions that solve their problems.

Essential Duties and Responsibilities

We need you to be the driving force behind the inception, planning, development and delivery of new products to market. Define the product strategy and roadmap and develop and implement a company-wide go-to-market plan, working with all departments to execute.

- Deliver market and product requirements with prioritized features and corresponding justification.

- Work with external third parties to assess partnerships and licensing opportunities.
- Be an expert with respect to the competition and market trends.
- Develop the core positioning and messaging for the product
- Be able to perform product demos to customers
- Set pricing to meet revenue and profitability goals
- Deliver a monthly revenue forecast, profitability, and adoption reports.
- Assist in definition and execution of product performance metrics including: retention, client satisfaction, quality, performance.
- Develop sales tools, collateral and sales training on the product and market.
- Act as the product champion and leader within the company for product development.

Technical Competencies

- Experience within Telecom/Internet Service Providers is required.
- A minimum of 5 years of software product management/product marketing experience.
- University Bachelor's Degree preferred.
- Demonstrated success defining and launching excellent products.
- Technical background, with experience in Web Filtering/Security solutions.
- Excellent written and oral communications skills for client interaction.
- Proven ability to influence cross-functional teams without formal authority.
- Agile development and planning methodologies desired.
- Highly motivated self-starter with initiative and passion to succeed.
- Good time management skills with ability to work under pressure and tight deadlines.
- Excellent work ethic; professional and dedicated.

What We Offer

- Competitive salary and benefits.
- Financial assistance for job-related Professional Development activities.
- Opportunity to work with talented colleagues on a suite of exciting software applications.
- Casual, comfortable office environment in which to work.

If you are looking for an opportunity to learn new skills and join a progressive, leading edge company, apply today with your Cover Letter and Resume to careers@netsweeper.com

Netsweeper is committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected and supported. Netsweeper offers accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.