

Product Manager

Company Background

Reactec are a privately owned, progressive technology company with a mission to make workplaces safer. Our philosophy - you cannot manage what you don't measure – and when you do, you can be a prevention engineer for workplace health and safety. This principal has guided us for over 20 years from our roots in Edinburgh University to now being a torch bearer for the role of workplace wearable technology and cloud-based data analytics. We help forward thinking organisations switch from being mitigators of industrial workplace health risk to being preventers. Whether it's monitoring exposure to risks such as vibration, noise or dust or keeping workers safe from proximity to dangerous equipment, our expanding eco-system is there to give employers an unprecedented insight to their workers risks.

And there has never been a better time to join the business. With a client base of over 1,400 including blue chip organisations such as Balfour Beatty, BAE and Network Rail, our progressive approach is ready to grow internationally as we continue to innovate and expand our product offerings.

Job Summary

We are currently seeking a dedicated Product Manager to support our international expansion and product development efforts. While reporting to the Sales Director, the individual will be based in Edinburgh with a requirement to occasionally travel for field based engagement with customers.

This exciting opportunity will involve a broad spectrum of responsibilities in a fast paced, customer facing environment. Working with a global network of channel partners, you will be responsible for introducing new features, formulating product feedback, supporting with training and liaising with a wide cross functional team to drive the product roadmap, continuous improvement and all aspect of product management.

The Product Manager role is key to deliver and support the Reactec international expansion strategy, whilst also driving the continuous enhancement of the product portfolio.

The product lines cover our own wearable technology; R-Link, cloud based data IoT management and data analytics; The Reactec Analytics and integration of strategic 3rd party sensors such as noise and dust monitors. This role is about driving continuous product and service improvements, ranging from aspects of product management through to customer enablement.

Reactec's offering of leading occupational health sensors with advanced data analytics is changing the way that organisations manage their risk, bringing new levels of insight and efficiency. This is a very exciting opportunity to join our mission and shape our offering.

The Role

As Product Manager you will have an unparalleled technical understanding of the application of our offering and the value it brings to end users. You will be responsible for transforming our international channels and key accounts by establishing trusted relationships with key stakeholders, developing and executing bespoke training programmes and delivering on all aspects of their support needs to foster growth.

- Support channel partner development to accelerate international growth.
- Build strong working and strategic relationships with channel partners sales and technical teams, acting as a knowledgeable and trusted advisor for current product offerings as well as future expansion opportunities or broader solutions.
- Deliver product presentations and virtual training to international end users in direct support of channel partners.
- Develop successful international and key account onboarding expansion programmes.
- Ensure requirements specifications meet the requirements of the end user experience
- Liaise with the engineering team to prioritise key platform enhancements and product development.
- Ensure the company delivers exceptional channel management and a customer-first experience.
- Become a subject matter expert on the application of Reactec's offering, understanding all aspects of the end user experience.
- Have a broad knowledge across the Reactec platform of wearables devices, IoT connectivity and cloud-based data analytics.
- Be in a position to be the voice of the market on feature development and technology roadmap prioritisation.
- Help develop effective user guide collateral.
- Help develop regional and industry specific marketing and customer support collateral.
- Work closely with a cross functional team from sales, training, marketing, customer support and engineering.

Competencies

- Customer Insight & Innovation: You live and breathe customer insights. You develop bold, innovative product solutions that are grounded in a deep understanding of customer needs.
- Proven experience in conveying the value proposition of a complex technical offering to a non technical audience.
- Ability to forge strong relationships with strategic channels to implement Reactec as a key product in their portfolio.
- Enthusiasm for embracing the unknown, from innovative products to developing new processes.
- Detail-oriented, well organized and efficient at managing multiple projects simultaneously.

Knowledge, Skills & Experience

- 3-5years experience in a Learning & Development / Customer Success / Product Management role.
- Experience working with IoT technologies and a cloud-based software platform.
- Ability to technically grasp an electronic product with data services and corresponding applications.
- Possess a customer-first mindset and proven ability to follow through from issue identification to resolution.
- Solid understanding of onboarding and customer lifecycle.
- Demonstrated ability to work both independently and in a team environment.
- Experience of data analysis, report generating and presentation delivery.
- Strong interpersonal, listening, and communication skills.
- Competent user of full Microsoft 365 office suite.

Applying for the role

To apply for the role of Reactec Product Manager, email your CV and covering letter to: careers@reactec.com