LabVantage®

Job Description

Duties and Responsibilities

Job Title:	**Product Manager – SaaS**
FSLA:	**Exempt**
Department:	**Product Management**
Prepared By:	**Denise Bell**
Reports To:	**Denise Bell**
Date:	**08/30/24**

To apply for this job, please send your CV/resume, with a cover letter to Simone Kusnecov –
skusnecov@labvantage.com

A. Job Description Objective

We are seeking a detail-oriented Product Manager with strong SaaS experience to join LabVantage Solutions. As a LabVantage Product Manager, you will leverage your expertise in SaaS environments to shape the development and direction of LabVantage's LIMS software. You will work closely with cross-functional teams, including development, quality assurance, marketing, and customer support, to define, prioritize, and manage product features and functionality. Your role is essential in ensuring that LabVantage LIMS meets the needs of its users, remains competitive in the laboratory informatics industry, and aligns with the company's strategic goals.

B. Primary Job Objectives

- Collaborate with clients, stakeholders, and internal teams to gather, prioritize, and document product requirements, ensuring they align with user needs and industry trends.
- Clearly define and document product features, including use cases, user stories, and functional specifications for development teams.
- Maintain a product roadmap, outlining feature development timelines and release schedules.
- Determine feature priorities based on business objectives, customer feedback, market research, and competitive analysis.
- Lead the development and optimization in a SaaS environment focusing on enhancing user experience to deliver high-quality, cloud-based solutions that drive customer satisfaction.
- Develop product revenue forecasts, measure, and monitor sales performance against them.
- Support the creation, management of, and participation in, leading customer groups, including advisory boards, experts, domain groups, etc.
- Write and contribute to various collateral, including sales, website, social media, and white papers.
- Validate product user requirements are being met as the software iterations are built.
- Oversee and contribute to industry-specific and solution-specific product components.
- Stay up-to-date on emerging technologies and industry trends to inform product innovation.
- Collaborate with development teams to ensure the timely and accurate delivery.
- Champion an exceptional user experience by considering usability, user interface design, and user feedback in the product development lifecycle.

- Contribute to the creation and delivery of new product training for internal teams prior to public product launches.
- Create and maintain product documentation to support internal teams.
- Contribute to the annual customer training and education conference, in addition to ad hoc customer events as needed.

C. Job Qualifications Necessary

- Must have at least a Bachelor's degree in a relevant field.
- 4+ years of experience in managing laboratories, or helping laboratories improve their processes, or using Lean methodology to improve processes.
- Previous experience as a product manager, business analyst, or in a related role, preferably in the laboratory informatics or LIMS domain.
- Preferably, in-depth knowledge of LabVantage LIMS or similar laboratory informatics software.
- Proven experience managing SaaS products, including expertise in pricing, monetization strategies, go to marketing strategies, and business model changes.
- Strong focus on enhancing user experience in a SaaS context, including optimizing user interfaces, improving onboarding processes and ensuring high levels of customer satisfaction.
- Strong analytical, problem-solving, and decision-making skills.
- Excellent communication, presentation, and interpersonal skills.
- Ability to work collaboratively with cross-functional teams and stakeholders, provide leadership, develop, and manage project plans, prioritize activities.
- A customer-focused approach and a strong advocate for user needs and product excellence.
- PMC III or above certification with Pragmatic Institute (or similar) preferred.
- Team player – focused on collaborative working.
- Interest in working with/across a global team.