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| **Job Title:** Product Owner | **FLSA Classification:**   * Exempt * Nonexempt |
| **Reports to:** Group Product Manager | **Location:** |
| **Department: Enterprise Information Systems** | **Division:** |
| **Employment Category:**   * Full-Time ☐ Part-Time | **Paygrade: 417** |

**PRIMARY PURPOSE OF POSITION**

Responsible for shaping and transforming the products and services supporting St. Edward’s University. Incumbent is accountable for providing both technical and culture-building skills to enable EIS to enhance existing (and deploy new) technologies, processes, and capabilities with agility. Maintain, develop, communicate, and implement software and systems using a combination of product owner and business analyst skills.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Manage a product roadmap and product backlog that take multiple factors into consideration including technical need, user need, vendor roadmap(s), priority/value, and conflicting priorities across the enterprise portfolio.
* Perform complex analysis of business processes, both internal to IT and EIS and external in functional campus offices where primary business is conducted using Enterprise software. Analysis may include helping campus offices to articulate business processes, helping EIS to understand various business processes, helping to create a process where one does not exist, or other similar tasks.
* Identify/suggest business process improvements; analyze existing processes and their use of software to meet business needs; review existing systems and procedures for consistency, effectiveness, and best practices.
* Conduct stakeholder interviews and requirements sessions including working with these groups to define, develop, shape, and refine user stories or product requirements.
* Facilitate meetings with the technical team and with various campus partners to continually refine the product backlog, to keep users apprised of product status, to coordinate testing, to conduct requirements determination sessions/story gathering sessions, and to serve as the primary liaison with product users.
* Integrate usability analysis, design, implementation, and deployment into the product life cycle, resulting in effective presentation, usable interfaces in enterprise software products, and documentation of usability standards with diagrams and specifications.
* Identify and suggest information architecture or navigation improvements and review properties for usability and accessibility.
* Work directly with 3rd-party software vendors. Monitor the strategy and roadmaps vendors offer for software and integrate these into university strategy for products and services.
* Other duties as assigned.

**QUALIFICATIONS**

Bachelor’s degree in a related field or equivalent combination of education and experience. Experience in higher education and an understanding of higher education business practices preferred. Experience with ERP applications in higher education, including knowledge of add-on software such as document management systems or workflow engines. Experience supporting Salesforce CRM a plus. Strong familiarity with a broad range of information technology concepts—especially those concepts associated with identity management, enterprise information technology infrastructure, sophisticated websites, database design and integrity, software development and application integrations. Work experience as a product owner or business analyst on a team using Agile methodologies is strongly preferred. Must possess the ability to successfully pass a criminal background check.

**WORKING CONDITIONS**

**SCHEDULE**: This is an exempt position and your expected work schedule is Monday through Friday. As an exempt employee your schedule may vary based on the number of hours needed to meet the job responsibilities. The individual holding this position may need to be available early morning, evening, and weekends to meet the needs of the department.

**PHYSICAL REQUIREMENTS**

Physical strength/endurance to enable him/her to perform/participate in the following activities:

* Physically able to lift various materials up to 25 pounds on an occasional basis.
* While performing required job tasks, physically able to bend, crouch and reach continuously.
* While performing required job tasks, physically able to remain seated, frequently to continuously.
* While performing required job tasks, physically able to remain standing up to 15% of the time.
* Possesses dexterity abilities required to operate a computer and other office equipment to perform related job responsibilities.

**SUPERVISION RECEIVED:** General supervision is received by the Group Product Manager

**SUPERVISORY RESPONSIBILITIES**

**SUPERVISION EXERCISED:** Functional supervision may be provided to student workers.

**EXPECTATIONS**

The incumbent is expected to have or possess:

* Ability to prioritize multiple requests coming from departments across campus to enhance existing systems or build new ones in a way that considers multiple competing factors, university strategy, and product roadmaps.
* Ability to work directly with other product owners, managers, developers, testers, and customers to define technical user stories to effect an optimal system design implementation.
* Ability to clearly articulate product and project status to various audiences and to prioritize and define features that will achieve the most business value for St. Edward’s University.
* Ability to handle highly confidential material, understanding that all University information should only be disclosed to others who have a need to know, for legitimate business reasons. Have the ability to exercise and apply sound judgment and decision making skills as well as the ability to maintain integrity and confidentiality of data.
* Demonstrated ability to create and communicate the importance of product roadmaps.
* Understanding of standard project management methodologies, software development life cycle, the product life cycle.
* Ability to create and manage visual and written project, process, and product documentation using common requirements management and business process design tools (Atlassian Suite, Visio, etc.)
* Has advanced knowledge of Google Suite and Microsoft Office software. Ability to quickly learn new technology and is self-motivated to stay current with emerging technologies.
* Ability to edit work for spelling and grammar, present numerical data effectively and is able to read and interpret written information. Demonstrates accuracy and thoroughness and monitors own work to ensure quality.
* Adapt to change in the work environment, manage competing demands and able to deal with frequent change, delays or unexpected events.
* Ability to accept supervision, assignments, change and correction. Proven effectiveness in dealing with a wide range of professionals, staff, and administrators.
* Strong organizational skills, proven ability to manage time and priorities, ability to complete complex projects and tasks with attention to detail.
* Self-motivation and self-direction; ability to work independently; ability to work effectively in a team environment; willingness to take direction; ability to participate in group planning processes; ability to prioritize and coordinate multiple assignments, initiatives and priorities; ability to meet deadlines.
* Demonstrated ability to rapidly learn and apply new technologies, tools, techniques and methodologies.
* Engage in meaningful and intentional professional development appropriate for areas of responsibility.
* Carry out all responsibilities and objectives in a professional manner.
* Accept and render constructive criticism in a professional manner.
* The ability to develop knowledge of, respect for, and skill to engage with those of other cultures or backgrounds in accordance with the Holy Cross Mission.
* Adhere to the policies and procedures established by St. Edward’s University.

*This document describes the general purpose, duties and essential functions associated with this job and is not an exhaustive list of all duties that may be assigned or skills that may be required.*

*I have read and understand my job description and acknowledge that management reserves the right to change or reassign job duties or combine jobs at any time.*

Employee (Print Name): Date:

Employee (Signature): Date:

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|  | HR OFFICE USE ONLY: | |
| **Approved by:** | | *Signature of the person with the authority to approve the job*  *description* |
| **Printed Name of**  **Approver:** | | *Printed name of the person with the authority to approve the job*  *description.* |
| **Date**  **approved:** | | *Date upon which the job description was approved* |
| **Reviewed:** | | *Date when the job description was last reviewed* |