



Network Services Product Manager

TNCI is a national telecommunications provider supplying integrated communications solutions to both enterprise and wholesale businesses. TNCI has an unrivaled understanding of the industry and is steadily expanding through the sound financial backing of Garrison Investment Group. As a single source for quality voice and data services, TNCI works to bring customers tailored and effective solutions based on each business's unique needs.

TNCI is seeking a Network Services Product Manager to join our growing team.

Position Description

The Network Services Product Manager is a key member of a team charged with network-based product line contribution as a business unit, specializing in but not limited to the wholesale side of the business. This encompasses managing the product line lifecycle from strategic planning to tactical activities to increase the uptake and profitability of existing products through developing new products for the company. This role assesses customer and market needs and develops new products which leverage the company's strengths. Ideal candidates have a blend of exceptional customer relation skills, technical aptitude, business acumen, and market savvy along with big-picture vision and the drive to make that vision a reality. Reporting to the Vice President of Network Services, the Network Services Product Manager builds cross-functional teams and communicates well within those teams to define product requirements and specifications, works with marketing communications to define go-to-market strategies, helping them understand the product positioning, key features, and target customer. This role also serves as the internal and external evangelist for the product line, working with direct and indirect sales channels and key customers.

Responsibilities:

- Manage product line lifecycle from strategic planning to tactical activities.
- Specify market requirements for current and future products by determining customer needs, conducting market research supported by engagement with customers and non-customers, assessing market competition by comparing company's products to competitors' products, thereby ensuring the Company's products are "cutting edge," competitive, and aligned with customer's needs.
- Drive a solution set across cross-functional development teams through market requirements, product contract, and positioning.
- Assist in the development and implementation of a company-wide go-to-market plan, advising and working with all departments to execute.
- Analyze potential partner relationships for the product.

- Actively seek and follow up on feedback from Sales with regard to pricing adequacy and product availability.
- Provide information for management by preparing short-term and long-term product forecasts, special reports, and analysis and answering questions and answers.
- Create product development and lifecycle management-related documentation including product requirement documents, design and specification documents, development and rollout plans, feature development, and lifecycle management roadmaps.
- Prepare additional documentation including product descriptions and reference guides and assist departments in creation of additional documentation such as operational, provisioning, and user guides.
- Perform other duties as may be assigned.

Requirements

- Solid understanding of the fundamentals of multiple voice and data protocols and topologies including but not limited to Hosted/Managed services, PRI, DSL, Ethernet, VoIP, MPLS, and Private Line
- Familiarity with carrier/CLEC wholesale services – DID, CNAM, RespOrg, etc.
- A minimum of 5 years’ Product management and/or product development experience in telecommunications or related organization
- Excellent written and verbal communication skills and customer relationship skills.

Preferred Experience

- Bachelor’s degree in marketing, telecommunications, or related field, or relevant professional experience
- Requirements analysis, pricing, planning, competitive analysis, financial planning, and strategy experience
- Sales or sales engineering experience
- Entrepreneurial experience

To apply for this position, please send your cover letter and resume to resumes@tncii.com, with subject heading “Network Services Product Manager.”

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