



## **Senior Product Manager for Cloud**

Location: Sunnyvale, CA

Job #: 127

**KANA**, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience. Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then KANA/Lagan is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

**If you are conversant with the Cloud technologies and interested in working on an innovative Cloud offering then this role may be right for you. Applicants who have worked at a company with a product in the Cloud are not necessarily ideal for this role. Someone who has worked on providing Cloud infrastructure would be a better fit.**

### **Duties and Responsibilities**

As a Senior Product Manager in our offices in Sunnyvale, your primary responsibilities will be:

- Work with the Cloud Offering team to define engineering requirements
- Understand the needs of our customers
- Define product capabilities and direction using the Agile methodology: deliver Epics and User Stories with prioritization and corresponding justification
- Ensure that products are high quality and well suited to customer needs
- Manage the iron triangle (scope, resources, time) by working closely with the development team and Engineering management to ensure that business value is delivered within the budget
- Act as a leader within the company
- Be an expert with respect to the competition

As the Product Manager for Cloud, you will focus largely but not exclusively on those product areas relating to the cloud (e.g., system administration capabilities, provisioning, moving customers from cluster to cluster or between private cloud and public cloud). You will help to define the strategy and architecture of our cloud offering.

**Candidate Profile**

What you will need to be successful in this role:

- Deep knowledge of cloud technologies
- Understanding of the competitive landscape in the area of the cloud
- Understands the business impact of Cloud technology choices
- Strong analytical, communication, organizational, presentation and leadership skills
- Strong written and verbal communication skills, qualitative analysis skills, and project management skills
- Excellent interpersonal skills with experience leading cross functional teams and interacting with technical, non-technical, professional, and executive levels
- Highly motivated energetic self starter
- Experience building enterprise solutions using a base technology platform
- Passionate about user experience and customer service
- Strong understanding of CRM, Call Center Applications, Business Process Management is a bonus

**Required Experience**

- Bachelor of Science in Computer Science, Marketing, Business Management, or equivalent
- 8+ years of enterprise software product management experience
- Extensive experience with virtualization technology, cloud infrastructure, and data center operations
- Development experience a major plus
- Additional CRM, contact center, or software consulting experience a plus

**Office Location:** KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL.

KANA offers a highly competitive total rewards compensation and benefits package including a very competitive commission program. Interested parties encouraged to apply by sending their updated resume/CV via email: to [career@kana.com](mailto:career@kana.com) EOE