

**Eircom** is driven by innovation and has a passion for the future, just like you! We are a dynamic company and are constantly looking for new ways to improve our products and service offerings.

As the incumbent fixed-line telecommunications provider, eircom has the most extensive fixed-line telecommunications network in Ireland in terms of both capacity and geographic reach. The company has over 1.2 million customers and provides a comprehensive range of advanced voice, data and internet services to the residential, business and enterprise markets. We provide and integrate a full range of communications products and services that connects Ireland to the world.

Our success is based as much on our future friendly team as the innovative internet, voice, data and wireless products and solutions we offer. We believe that you will find our high-performance culture personally fulfilling & professionally challenging. Does this sound like something you want to be a part of?

### **Position Overview:**

Reporting to the Head of Advanced Voice Products the Product Manager for Applications and Mail will be responsible for Product Development, In-life Product Management and Product Operations of a sub set of this portfolio.

This position will be located in our offices in Heuston South Quarter.

### **Responsibilities:**

- With strong industry knowledge the Product Manager for VAS- Applications & Mail is the product champion in developing and operating devices, consistent with the agreed product strategy within budget, on time, and in line with PDC.
- Development and implementation of end-to-end product propositions involving the technical, operational, systems and commercial elements of the proposition to meet customer and business requirements
- Working with product strategy and commercial to assess the relevance of the current product set and determine future strategy for these services.
- Identify opportunities for new product introduction & enhancements to complement the current product set.
- Manage relationships and understanding delivery frameworks of relevant supply areas within eircom group including Pricing, Technology and Marketing
- Working with Product marketing, to develop product specifications and project plans and co-ordinate with Technology for the delivery of new or enhanced devices and product functionality
- Develop and formalise key vendor relationships for the provision of services in this portfolio.
- Work with key stakeholders to ensure developments are delivered on time and to specification
- Support product marketing in their development of the go-to-market strategy
- Management of a cost effective, competitive and efficient set of products to meet agreed targets

- Ensure that a high quality fulfilment and product support process is in place for all products.
- Work with key stakeholders to identify new opportunities to drive penetration and retention through new product introduction, product enhancements and promotions
- Manage any product-related process issues and ensure that products meet the guidelines for compliance and revenue assurance, including running process controls, Investigation of Process and Billing issues and implementing remediation activities
- Work with support areas including Finance, Business Planning, Management Reporting, Revenue Assurance, Risk Management and Credit Management

**Required Knowledge and Experience:**

- Strong understanding of VAS Product
- Technical knowledge of technical aspects of VAS product deployment
- Proven ability to deliver programmes and initiatives
- Must possess a strong blend of business and technical acumen
- Strong Communicator
- Bachelor's degree or equivalent industry experience

**To Apply:**

To apply for this position please send a CV to [recruit@eircom.ie](mailto:recruit@eircom.ie) and quote the job title in the subject line.