Mid America Computer Corporation
Job Description

Job Title: Product Owner

Department: Information Services

Division: MACC

Reports To: Product Development and QA Manager

Exempt/Non-Exempt: Exempt

Full-time/Part-time: Full-time

Revised Date: April 21, 2021

Job Grade: 409

JOB SUMMARY *Paragraph describing the overall reason the job exists*

Provide strategic direction of assigned product(s) through research, customer communications, business case analysis, and functionality analysis. Manage deliverables to the tasks and dates of the Product Life Cycle (PLC) under the agile methodology.

KEY RESPONSIBILITIES *List key responsibilities directly related to the Job Summary*

% of Time

A. 35% Provide leadership and direction of MACC product(s), through strategic planning, by working with internal and external stakeholders to identify and recommend cost effective enhancements to business and industry initiatives.

B. 40% Develop functional requirements per defined standards for the programming team. Conduct stakeholder demos and planning sessions to insure design integrates well both functionally and technically.

C. 10% Provide support in developing and maintaining help documentation for the product, internal and external documentation for each release of the product, and participate in sprint and release retrospectives.

D. 15% Provide support to MACC internal and external stakeholders to assist in addressing existing, or potential, customer inquiries regarding product functionality or planned enhancements.

JOB DUTIES   *Beginning with Key Responsibility A, list specific duties which support each key responsibility*

Duty #	Key Resp	Job Duty
1.	A	Participate with the Information Services management team in the strategic planning process for software development.
2.	A	Facilitate interactions with internal and external stakeholders to identify software enhancements that satisfy existing and potential customer needs.
3.	A	Create business cases for the product backlog to assist in the prioritization, approval and subsequent modifications of enhancement content for presentation to senior management.
4.	A	Review and follow regulatory requirements, industry publications, as well as competitors' product offerings, to include into the planning process.
5.	B	Review current system capabilities with internal and external stakeholders to determine how an enhancement should be incorporated into the software.
6.	B	Search out and consult with industry experts on application specifics and latest technology.
7.	B	Create functional documentation per team standards including business case analysis, systems research and design of the enhancement with accompanying business rules, and project acceptance criteria.
8.	B	Conduct planning and design sessions, pre-project stakeholder demos, and organize and size story efforts.
9.	B	Participate in the PLC through implementation, with customers and other departments actively participating in appropriate phases of the process, revising documentation as required, and completing the final step to approve final implementation meets acceptance criteria.
10.	C	Provide direction and assist in the creation of documentation product per PLC, including but not limited to executive over-views, on-line help, and update letters.
11.	C	Provide direction and assist in the creation and publishing of internal release documentation per PLC for distribution and dissemination of information.
12.	C	Participate in the sprint and release retrospectives to provide input to insure and document continuous process improvements.
13.	D	Participate in potential customer demonstrations as part of the sales process and document product gaps.
14.	D	Provide support to internal and external customers where knowledge is required to assist in addressing product or industry related inquiries.
15.	D	Travel and assist marketing and customer support with presentations requiring in-depth product design and knowledge.

PERSONAL QUALITIES   *Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.*

- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.
- Ability to demonstrate a "can do" attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential sales opportunities and customer retention.

QUALIFICATIONS   *Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities*

Required:

- Associates degree or equivalent work experience
- 3-5 years' experience in business or functional analysis in BSS/OSS or Accounting Software
- Ability to work independently to research and document business requirements, as well as provide direction to the team for successful implementation.
- Technical knowledge sufficient to exchange ideas with the design and programming groups.
- Previous experience participating in software analysis, design, development and implementation.
- Ability to creatively solve problems and identify business impacts to the application processing.
- Familiar with creation and maintenance of documentation appropriate for the users of software.
- Excellent interpersonal relations and communication skills.
- Exhibit time management skills and the ability to balance multiple tasks to delivery dates.
- Interact with customers routinely to confirm advice and direction of product enhancements
- Ability to travel if required.

PHYSICAL REQUIREMENTS   *List the essential functions necessary to perform job duties*

- Regular, reliable attendance
- Ability to sit for extended periods of time, ranging from 75 – 95 % of the work day.
- Ability to demonstrate manual dexterity to effectively utilize a personal computer keyboard or similar devices.
- Ability to visually view information on a computer monitor, as well as any paper supplied business / technical specifications, documents and manuals, ranging from 75 – 95 % of the work day.
- Ability to effectively communicate through verbal and written communications.
- Ability to listen to business and/or technical requirements of internal and external customers to determine solutions to meet business needs.
- Ability to work in a team environment exhibiting a positive and professional attitude and attire.
- Ability to travel as required for business by either ground and/or air means of transportation.
- Must be able to work an 8 hour day minimum, as well as work additional hours to meet project deadlines.

- Ability to physically be on-site to work at the MACC office facilities.
- Ability to accommodate a daily work schedule to established start times.

<u>REPORTING RELATIONSHIPS</u>   *List job titles and number of incumbents which report directly to this job*

None