Position Description
Technology Products Manager

POSITION: Technology Products Manager
POSITION TYPE: Employee (full time)
REPORTS TO: Commercial Manager
LOCATION: Auckland

TENNIS NEW ZEALAND VISION

Tennis – Accessible and Thriving

POSITION PURPOSE

The Technology Products Manager is responsible for the implementation of the applications contained within the 2022-2025 tennis in New Zealand strategy as well as maintaining and supporting the delivery of all existing national tennis delivery applications. The role will range from input into product development and planning, product upskilling for Tennis NZ and regional staff, delivering technology products and supporting the on-boarding of tennis clubs and coaches to products.

KEY RELATIONSHIPS

- Tennis New Zealand staff
- Association and Region staff members
- Affiliates (Wheelchair Tennis, Tennis NZ Masters, Aoteaora Māori Tennis)
- ClubSpark
- Tennis Club administrators
- Tennis Coaches
- ITF
- Technology suppliers/providers
- Overseas tennis federations

MAIN RESPONSIBILITIES

Tennis Technology Products
- Input into vendor, application, and stakeholder development
- Analysing product performance and recommending redesigning as required
- Supporting the development of the product strategy roadmap
- Working cross-functionally with design and technology teams to ensure timely and quality release of upgrades
- Identifying, tracking and communicating progress, milestones, deliverables, risks and issues for Board and Sport NZ reporting as well as internal purposes
- Lead the continued implementation of tennis in NZ products and CRM
- Providing training and support to tennis NZ staff and regions to build regional capability, advocacy and additional line of support for associations, clubs and other stakeholders
- Consider options to enhance specific tennis systems to build into the digital systems strategy.

KNOWLEDGE AND EXPERIENCE - Key requirements

PERSONAL SPECIFICATIONS

- You possess a Degree in Computer Science, Engineering or a related field
- You have a strong background in software engineering as well as prior experience in product management
- You have prior experience in managing a product throughout its lifecycle.
- A project management certification (eg. PMP) would be a plus
- You possess strong problem solving and prioritization skills
- You have excellent interpersonal and communication skills
- You can work effectively with cross functional teams

PERSONAL ATTRIBUTES

- Organised and efficient
- Ability to work in partnership across a range of different stakeholders, customers and volunteers
- Positive and enthusiastic attitude
- Solutions focused
- Creative approach to problem solving
- Can work autonomously and as part of a team
- Excellent written and verbal communication skills
- Can develop and maintain relationships
- Communicates honestly, openly, and consistently
- Willingness to work evening and weekends as required (some work can be done remotely from home)

QUALIFICATIONS

ESSENTIAL:
- IT certification or relevant industry experience

PREFFERED:
- Relevant Tertiary qualification
- Appropriate Microsoft certifications

DIRECT REPORTS

- None, but works closely with a support staff member