



IT Product Owner

ESSENTIAL JOB FUNCTIONS:

Serves as the primary liaison between product users and the Digital, Strategy, and Technology (DST) Department. Responsible for delivering maximum customer value from investments as measured by product adoption and customer satisfaction.

- Serves as the primary liaison between end-users and the Digital, Strategy, and Technology Department. Drives product adoption to achieve business outcomes and ensures a positive end-user experience and understanding.
- Identifies and aligns product vision and goals to the DST strategic plan to position products to maximize customer value.
- Manages the product release schedule and product-related organizational change management.
- Creates and owns product-related feedback loops and associated actions as a result of feedback.
- Supports end-users by providing resources to increase their knowledge and awareness to support product adoption and success.
- Supports customers and technology professionals by owning the product backlog, managing escalation, and prioritizing product-related demands.
- Identifies and tracks metrics to measure business outcomes utilizing validated learning techniques; identifies and recommends areas of improvement.
- Manages product-vendor and product-stakeholder relationships, including the features roadmap, maintenance and patching schedule, and associated contracts.
- Represents the product as the product owner in Agile ceremonies to include daily scrum meetings, sprint planning, demonstrations, and retrospectives.
- Develops a thorough understanding of business processes and determines how their products can be applied to solve business challenges.
- Explores underutilized product features and upcoming functionality from the product vendor to provide solutions for end-user future needs.
- Oversees the governance of tools and knowledge (best practices, documentation, policies, and procedures, etc.) of the product life cycle.
- Performs other duties as required.

QUALIFICATIONS:

- Bachelor's degree in computer science, information systems, project management, business administration, or related field required.

- Minimum three (3) years of experience in one or more of the following areas required:
 - Product Owner/Manager
 - Agile Project Manager/Scrum Master
 - Business Management
 - Professional experience in a product, technical, business, or related field
- Three (3) years of experience managing the implementation of one of the following products preferred:
 - ServiceNow
 - JD Edwards Enterprise One
 - Microsoft 365 applications including Power Apps, Power Automate, Sharepoint, Teams, etc.
 - Microsoft Office including Word, Excel, PowerPoint, PowerBI, etc.
 - SaaS solutions
 - UKG (Kronos) time and attendance is a plus
- Must be a self-starter with the ability to learn independently and become proficient with an unfamiliar product's capabilities within a short timeframe.
- Demonstrated experience taking initiative and driving innovation.
- Ability to negotiate with IT process owners (e.g., incident, problem, change, architecture, etc.), through the decision-making process and influence the outcome.
- Project management understanding of project scopes, project schedules, budgets, and resource allocation.
- Skilled in writing and maintaining accurate records, reports, and plans to meet management objectives.
- Excellent facilitation and conflict management skills.
- Ability to make critical decisions promptly.
- Must have excellent interpersonal and communication skills with both technical and non-technical audiences.
- Must possess a high level of professionalism and integrity to handle sensitive and confidential situations and information.
- Must have strong customer service, teamwork, and contract management skills.
- Ability to build trust and strong working relationships with co-workers, County staff, and vendors.
- Maintain regular and punctual attendance.
- An equivalent combination of related education and experience may be substituted for the education and experience requirements above.
- Must pass conditional post offer background investigation, motor vehicle record check, and drug screen.

LICENSES/CERTIFICATES:

- Must possess and maintain a valid Driver's License.
- Scrum certification (CSM, PSM, CSPO, or PSPO) preferred.
- Criminal Justice Information System (CJIS) certification or have the ability to successfully obtain within ninety (90) days of employment.

WORK CONDITIONS:

Work is performed primarily in an office environment; some travel may be required.