



POSITION DATA

JOB TITLE: Digital Product Manager
DEPARTMENT: Information Technology
REPORTS TO: Vice President, Product Management and Digital Delivery
CLASSIFICATION: Exempt
DATE: June 2022

POSITION OVERVIEW

Reporting to the Vice President, Product Management and Digital Delivery acts as the product manager for organizational digital products across a variety of areas, including but not limited to our flagship 911memorial.org web property, Collections, Education, and Exhibitions. This role is responsible for relationships with key systems and technology stakeholders and provides project management and coordination across stakeholder department product owners, IT teams including developers, engineers, and administrators.

ESSENTIAL FUNCTIONS

- Participate in shared product ownership of the organization's main website, www.911memorial.org
- Cultivate and maintain strong partnerships with key stakeholders – Exhibitions, Collections, and Education, to align on vision and roadmap.
- Key project manager for website deliverables by developing project timelines and managing resources
- Assist in the delivery of digital product(s) roadmap with both tactical and strategic objectives.
- Support Product Management processes: Discovery/Inception, UX/UI creation, negotiating priorities with both stakeholders and delivery teams, running UAT/Demo sessions, launch, analytics.
- Stay abreast of current technologies, digital delivery techniques, and trends.
- Use of tools to test/learn to increase user engagement, funnel creation, and A/B testing
- Use of JIRA for project management and product management to create user requirements, user journeys, and acceptance criteria.
- Use of UX tools to demonstrate function and feed design process.

REQUIRED SUPPORT FOR ORGANIZATIONAL EVENTS

- Participate in the Annual 5K Fundraiser and September 11th Commemoration.
- Assist with other special projects and events in support of the 9/11 Memorial & Museum mission, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENT:

- 3-5 years' experience with digital products
- Experience agile product and project management
- Proven track record of managing all aspects of a successful product throughout its lifecycle
- Conversant in web development, content creation strategies, & analytics

- Ability to assist in the development wire frames and user flows
- Experience working in a mobile first digital methodology
- Excellent written and verbal skills
- Skilled at working effectively with cross functional teams
- CMS experience, Drupal a plus
- Expertise in working with internal and external development teams
- Experience collaborating with internal and external partners to deliver digital products
- Experience working with multiple systems, understanding complex operations, workflows as well as crafting and implementing new processes.
- Use data and have qualitative and quantitative research to validate ideas and track goals and performance.
- Streaming and video content management a plus
- Excellent written and verbal skills.

HOW TO APPLY

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume and cover letter to 911mmitjobs@911memorial.org.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description are representative of those that the employee will encounter and is expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environments are an indoor, climate-controlled office environment comprised of cubicles, walled offices and group conference rooms, and an outdoor facility open to the public. The noise level in the office environment is usually low. Employee will be required to comply with organizational Health and Safety Plan. Minimal travel is required.

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and is not intended to be all-inclusive. Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
 - The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.