

JOB DESCRIPTION

JOB TITLE: Product Owner

DEPARTMENT: IT

REPORTS TO: CIO

DATE: February 2025

BASIC PURPOSE OF THIS JOB:

This position will be responsible for defining and prioritizing product features, collaborating with cross-functional teams, and ensuring the successful delivery of high-quality products that meet internal and external customer needs.

KEY RESPONSIBILITIES

- Define and communicate the product vision, strategy, and roadmap with leadership and internal partners.
- Collaborate with the respective stakeholders across the company to understand the customer and operational needs, and business goals to achieve outcomes and deliver value.
- Develop clear business requirements and user stories for product specifications and architecture.
- Efficiently manage the product backlog by prioritizing and maximizing value across customer experience, performance, and operational load or competing features.
- support team members responsible for the entire life cycle management of the product, including purpose, definition, design, planning, development, prototyping and testing
- Monitor and analyze product performance, using data to drive continuous improvement.
- Implement user-centered design methodologies to achieve high user value and satisfaction.
- Facilitate product demos and presentations to stakeholders and customers.

DESIRED QUALIFICATIONS AND SKILLS:

- Bachelor's degree in Business, Computer Science, or a related field
- 7+ years of technology industry experience
- 3+ years of experience in product management or a related role.
- Proven track record of successfully managing and delivering complex products.
- Experience working in an Agile SCRUM environment and the product development lifecycle.
- Experience handling all stages of product delivery.
- Experience with product management tools (e.g., JIRA, Trello, Aha!).
- Experience with Figma, Axure or other UI/UX prototyping tools
- Familiarity with test management tools (e.g., TestRail, Zephyr) and bug tracking systems (e.g., JIRA, Bugzilla).
- Proficiency in T-SQL or other database query languages.
- Ability to think strategically and make data-driven decisions.
- Experience contributing to tech discussions and product strategy.
- Experience in defining and implementing product metrics to track performance and success.
- Experience representing various customers and stakeholders during planning.
- Detail-oriented with the ability to work in a fast-paced environment.
- Team player who is flexible, delivery-oriented, and takes responsibility for the team's success.
- Enthusiastic attitude with the drive to continually learn and improve.

WORKING CONDITIONS:

- Typical business office environment;
- Working conditions require the ability to work extended and/or flexible hours as needed.
- Will have atypical work weeks depending on project deadlines.
- Ability to work independently, manage multiple priorities and meet deadlines.

About Copic

Copic's mission is to improve medicine in the communities we serve. We strive to be the premier diversified service organization providing professional liability insurance and other needs of the health care community through advocacy, innovation, and the commitment and dedication of our employees.

We offer competitive wages, a comprehensive and highly sought-after benefits package including health, dental, vision, life insurance, long term disability, employee assistance program, 401(k) plan, pension, short term disability, paid time off and holidays, and a great work environment with fun, friendly people who truly enjoy their work. Hiring range for this position is \$93,600/annually to \$117,000/annually.