

# ROLE PROFILE

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| <b>Position Title:</b> Senior Analyst Hosting Product | <b>Reporting to:</b> Senior Manager Hosting and Emerging Technologies |
| <b>Business Unit:</b> Business                        |   |
| <b>Division:</b> Product Hub                          | <b>Department:</b> Product Portfolio Management                       |

## A. ROLE AND CONTEXT

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| <p><b>Purpose:</b><br/>The Analyst hosting product manager role is responsible of developing and executing the build of advanced cloud service offering in line with Ooredoo's strategic growth objectives and market demands. This position is expected to carry revenue target in a key growth area aimed at uniquely positioning OQ in the cloud playfield.</p> | <p><b>Functional Context:</b><br/>Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. The Product Hub focuses on productizing mass-market products and services moving forward, while the newly established Business Solutions unit specializes in customized solutions, using products from the hub as foundational elements and forming direct partnerships for unique service integrations. Product Portfolio Management focuses on developing and maintaining a competitive portfolio of B2B products, ensuring they meet market demands and align with strategic objectives.</p> |
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## B. ROLE ACCOUNTABILITIES

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| <ul style="list-style-type: none"> <li>• Lead the development and management of hosting products (e.g. E-cloud Platform), ensuring they are innovative, secure, and aligned with OQ product strategy.</li> <li>• Iterate and improve the product features based on user feedback, data, and learnings.</li> <li>• Manage the product backlog, ensuring that all hosting features align with the immediate needs of the customer and project.</li> <li>• Formulate, track, analyse, and communicate product metrics related to hosting and XaaS to guide product success and evolution, ensuring applications provide value and exceptional customer experience.</li> <li>• Explore and identify hosting and XaaS tools and technology with vendors and engineering to integrate into product or service offerings.</li> <li>• Create clear and comprehensive documentation, such as user stories, acceptance criteria, and business requirements documents, to capture stakeholder needs and guide product development efforts.</li> <li>• Stay informed of the latest developments in hosting and XaaS technologies relevant to the telco B2B sector.</li> <li>• Drive innovation within the product portfolio, leveraging new technologies and methodologies to maintain a competitive edge.</li> <li>• Incorporate customer requirements into product development to enhance satisfaction and loyalty, particularly focusing on hosting and XaaS technologies,</li> <li>• Ensure the quality, reliability, and security of products through robust testing and quality assurance processes.</li> <li>• Deliver regular reports to senior management on product performance, market trends, and strategic initiatives with a focus on the B2B segment.</li> <li>• Ensure all hosting and XaaS products comply with relevant security standards and regulatory requirements, particularly in handling sensitive customer data.</li> <li>• Partner with the Product Intelligence and Product Portfolio Value Management teams to gather and analyse data on hosting and XaaS product performance and market impact.</li> <li>• Collaborate across teams such as Business Solutions, Business Accounts, and Operations &amp; Services to integrate advanced analytics capabilities into the product portfolio.</li> <li>• This includes responding to standard proposals by providing product insights, and features.</li> <li>• Work closely with Operations to ensure smooth product delivery and ongoing support throughout the customer lifecycle.</li> </ul> |
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- Cultivate strong relationships with key stakeholders, technology providers (internal and external), hardware manufacturers, telco equipment suppliers, and hyperscalers.
- This collaboration aims to enhance OQ's product offerings and expand market reach effectively.

## C. SCOPE AND INTERACTIONS

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| <b>Direct Revenue Responsibility:</b> No<br><b>Direct Budget Responsibility:</b> Yes<br><b>Direct People Management Responsibility:</b> No | <b>Primary Interactions (Internal/External)</b>    |   |
|  | <b>Internal Relationships:</b><br>Cross Functional | <b>External Relationships:</b><br>Vendors<br>Business Partners<br>Customers |

## D. KEY PERFORMANCE INDICATORS (KPI)

- Success of product milestones launches measured by timeliness and quality of releases
- Market adoption product rate and customer feedback scores
- Hosting and XaaS product feature utilization
- Contribution to B2B revenue targets and profit agreed for area of responsibility in portfolio
- Metrics for product performance including uptime, response time, and user satisfaction
- Innovation index as number of innovative features or products introduced
- Security and Data compliance.
- Product reporting, analyses and revenue reconciliation measured by timely and correct inputs to senior management.

## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

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| <b>Minimum Experience, Essential Knowledge &amp; Skills</b><br>5 years' experience in a similar role.<br>Expertise in Product Management with a focus on cloud, data centre and XaaS technologies.<br>Experience in the telco B2B sector, market dynamics, and customer needs and proficiency in data analytics tools and platforms are essential.<br>Good technical understanding of the cloud solutions and architecture as well as XaaS technologies, including hyperscaler offering (Azure, Google cloud) and private cloud stack. | <b>Minimum Entry Qualifications</b><br>Bachelor's Degree in Business Administration or Marketing or Engineering<br><b>Preferred Certifications / Other Qualifications</b><br>Any Relevant Certifications |
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| <u>Technical Competencies</u>             | <u>Required Level</u> | <u>Behavioural Competencies</u>    | <u>Required Level</u>      |
|---|-----------------------|------------------------------------|----------------------------|
| PROJECT MANAGEMENT                        | Advanced              | Customer Focus                     | Advanced                   |
| CLOUD PLATFORM MANAGEMENT                 | Intermediate          | Creative Thinking                  | Advanced                   |
| IAAS ONBOARDING                           | Intermediate          | Quality and Continuous Improvement | Advanced                   |
| PRODUCT DEVELOPMENT & MANAGEMENT          | Intermediate          | Promoting Teamwork                 | Advanced                   |
| <b>Competency Level (Reference Range)</b> | Basic<br>Low          | Intermediate                       | Advanced<br>Expert<br>High |