ROLE PROFILE

Position Title: Manager Data & AI Product	**Reporting to:** Senior Manager Hosting and Emerging Technologies
Business Unit: Business	
Division: Product Hub	**Department:** Product Portfolio Management

A. ROLE AND CONTEXT

Purpose:

The Data & AI Product Manager role is part Product Portfolio Management department, leads the planning, development, and management of Cloud & AI products. As one of the emerging domains expected to play a major role in the Qatari market in line with international trends, the role is responsible for qualifying the market opportunities, defining the business engagement model e.g. as a service built with partners, identifying the right partners along the value chain, and the assets that OQ needs to invest in to lock-in a unique position in the value chain. The Product Manager works on integrating Cloud based AI and Data analytics into the B2B product offerings to improve their relevance and competitiveness as well as being the knowledge multiplier and authority for other product managers and within the B2B area. The role involves collaborating with other product managers to build the roadmap and collaboration model for AI & Data domain. As is typical at OQ, the Product Manager commits to product development milestones and revenue goals while leading the conceptualization, design, and implementation of Data and AI-powered solutions with technology teams, other product domains like cloud, and the partnering team. The aim is to realize solutions based on common tech stacks and assets. Additionally, the Product Manager employs agile and rapid prototyping techniques to deliver faster results with lower investment for OQ B2B.

Functional Context:

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 enterprise grade services for the B2B sector at Ooredoo Qatar covering core connectivity and ICT domains. It works closely with the Business Solutions unit specializing in delivering customized solutions, using products and services from the hub as foundational elements while forming direct partnerships for unique service integration and delivery. The B2B sector covers government, large enterprises as well as small to medium businesses.

B. ROLE ACCOUNTABILITIES

- Product Development and Management
- Lead the development and management of Cloud based Data & AI products (e.g. AI-Powered Customer Insights Platform, AI Infrastructure / GPU IaaS and Paas propositions, and AI vertical use-case deployment)), ensuring they are innovative, secure, and aligned with OQ product strategy.
- Iterate and improve the product features based on user feedback, data, and learnings.
- Manage the product backlog, ensuring that all Data & AI features align with the immediate needs of the customer and project.
- Formulate, track, analyze, and communicate product metrics related to Cloud based Data and AI platforms to guide product success and evolution, ensuring applications provide value and exceptional customer experience.
- Explore and identify AI and ML tools and technology with vendors and engineering to integrate into product or service offerings.
- Create clear and comprehensive documentation, such as user stories, acceptance criteria, and business requirements documents, to capture stakeholder needs and guide product development efforts.
- Stay informed of the latest developments in data analytics, machine learning, Cloud, and AI technologies relevant to the telco B2B sector.
- Drive innovation within the product portfolio, leveraging new technologies and methodologies to maintain a competitive edge.
- Performance Monitoring, Security and Compliance

ROLE PROFILE

- Incorporate customer requirements into product development to enhance satisfaction and loyalty, particularly focusing on AI-driven and data-centric solutions,
- Ensure the quality, reliability, and security of products through robust testing and quality assurance processes.
- Deliver regular reports to senior management on product performance, market trends, and strategic initiatives with a focus on the B2B segment.
- Ensure all Data & AI products comply with relevant security standards and regulatory requirements, particularly in handling sensitive customer data, as well as maintaining an ethical stand on AI topics.
- Stakeholder Management & Collaboration
- Partner with the Product Intelligence and Product Portfolio Value Management teams to gather and analyze data on Data & AI product performance and market impact.
- Collaborate across teams such as Business Solutions, Business Accounts, and Operations & Services to integrate advanced analytics and AI capabilities into the product portfolio. This includes responding to RFPs by providing product insights, features, and customized solutions tailored to specific customer needs.
- Work closely with Operations to ensure smooth product delivery and ongoing support throughout the customer lifecycle.
- 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.
- As many initiatives in Data and AI are government-driven, the product manager will be the point of contact and coordination with government initiatives and similar government-funded programs for joint activities.

C. SCOPE AND INTERACTIONS

	Primary Interactions (Internal/External)	
Direct Revenue Responsibility: Yes **Direct Budget Responsibility:** Yes **Direct People Management Responsibility:** No	**Internal Relationships:** Cross Functional	**External Relationships:** Customers Business Partners Vendors

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
- Cloud based Data and AI portfolio 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

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Proven expertise in Product Management with a focus on Data analytics, AI enabled Cloud propositions, and AI technologies. Experience in the telco B2B sector, market dynamics, and customer needs and proficiency in cloud technology, data analytics and AI tools and platforms are essential.	Bachelor's Degree in Engineering or Business Administration or Similar **Preferred Certifications / Other Qualifications** Relevant certifications in Data Science, AI, Cloud Management, Product Management, or Project Management are advantageous.

Technical Competencies	Required Level	Behavioural Competencies	Required Level

ROLE PROFILE

PROJECT MANAGEMENT	Intermediate	Customer Focus	Basic
TECHNOLOGY ENABLEMENT	Intermediate	Creative Thinking	Basic
DATA ENABLEMENT	Advanced	Quality and Continuous Improvement	Basic
PRODUCT DEVELOPMENT & MANAGEMENT	Advanced	Promoting Teamwork	Basic

Competency Level (Reference Range)	Basic	Intermediate	Advanced	Expert
	Low >-------------------------->----------------------->---------------------->High			