

ROLE PROFILE

Position Title: Senior Manager Digital Platforms & ICT Products	Reporting to: Director Product Portfolio Management
Business Unit: Business	
Division: Product Hub	Department: Product Portfolio Management

A. ROLE AND CONTEXT

Purpose: This role leads OQ's product strategy, development, and execution for a comprehensive portfolio of ICT products and digital platforms. This includes cloud services, data analytics, AI solutions, and other emerging digital offerings designed to meet the market's evolving needs, in line with Ooredoo's strategic growth objectives. This position has strong management visibility and is expected to carry a revenue target in a key growth area aimed at uniquely positioning OQ as a leader in the converged connectivity and digital services landscape. Reporting to the director of Product Portfolio, the senior manager leads the team active in this area and drives close collaboration with OQ technology teams, other business units, and external partners to achieve sustainable growth, capitalizing on the mass adoption of digital platforms, cloud technologies, and data-driven business models. This role requires solid commercial experience in productizing and packaging services to bring highly automated, scalable, and segment-tailored offerings to market. It also requires deep technical and commercial expertise across a range of ICT products and digital platforms, including common cloud and hyperscaler offerings (e.g., AWS, Azure), data architecture, AI technology stacks, and platform-based service models.	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

- Strategic Leadership and Product Lifecycle Management - Define and implement the product strategy for Ooredoo's full range of digital platforms and ICT products, including cloud, data, and AI offerings, ensuring alignment with corporate goals - Develop a robust product roadmap that capitalizes on emerging digital technologies and platform-based business models. - Foster strategic partnerships with a broad range of technology partners, including hyperscalers, ISVs (Independent Software Vendors), and digital platform providers to enhance the portfolio. - Provide executive oversight on the entire lifecycle of the ICT and digital platform portfolio, from conception to market delivery. - Achieve the target revenue and growth for the product area as well as other agreed KPIs. - Develop and implement robust risk management strategies and ensure all products comply with regulatory requirements, security standards, and ethical considerations. - Performance Optimization and Team Management - Lead the establishment of KPIs and metrics to monitor the success of the digital product portfolio. - Identify and act on opportunities to optimize pricing, reduce costs, and enhance product adoption. - Lead and coach the team to grow as subject matter experts capable of supporting clients in their digital transformation journeys. - Transformation and Change Management - Steer OQ's digital transformation efforts by embedding innovative ICT and platform solutions into the portfolio.

ROLE PROFILE

- Implement scalable innovation practices to accelerate product development and time-to-market. Stakeholder Engagement and Cross-Functional Collaboration
- Engage with senior executives and key external stakeholders to communicate the strategic vision and progress of digital initiatives.
- Foster a culture of collaboration and innovation across departments, including sales, solutions, and operations.
- Represent Ooredoo at high-level meetings to advocate for OQ's position as a main player in Qatar's digital market.

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: Yes Direct Budget Responsibility: Yes Direct People Management Responsibility: Yes	Primary Interactions (Internal/External)	
	Internal Relationships: Cross Functional	External Relationships: Vendors Business Partners Customers

D. KEY PERFORMANCE INDICATORS (KPI)

- Achieving agreed product milestones
- Market adoption rates and customer feedback scores
- B2B revenue contribution targets from the ICT products and digital platforms portfolio
- Product Performance metrics: productization level, uptime, response time
- Innovation index measured by new products, platform features, or ecosystem partners introduced
- Compliance with security standards and data regulations

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Atleast 5 years managing a team. Proven expertise in building and launching a portfolio of ICT products and/or digital platforms. Strong commercial and technical background in modern ICT solutions, including cloud infrastructure, data management, AI technologies, and digital platform ecosystems. Experience in the telco B2B sector is preferred.	Bachelor's Degree in Computer Science or Engineering or Similar Preferred Certifications / Other Qualifications Certifications in Cloud Technology / Architecture, AI, Data Science, or Product Management

Technical Competencies	Required Level	Behavioural Competencies	Required Level
PRODUCT DEVELOPMENT & MANAGEMENT	Expert	Building Customer Value	Intermediate
PLANNING + (P&L FIT)	Expert	Delivering Results & Fostering Collaboration	Intermediate
DATA CENTRE & CLOUD	Expert	Shaping Strategy	Intermediate
PARTNER MANAGEMENT (PLATFORM)	Advanced	Driving Change	Basic
PROJECT MANAGEMENT	Advanced	Networking and Influencing Collaboratively	Basic
		Leading Teams	Basic
Competency Level (Reference Range)	Basic Low >----->	Intermediate ----->	Advanced ----->
			Expert ----->High