



Product Solutions Manager

Reports To: SVP of Software Business Development

Location: Chandler, Arizona

Position Overview

The Product Solutions Manager (PSM) serves as a critical technical bridge between business development, sales, product, and engineering teams. This role requires a software expert who can proactively drive software business development, translate complex technical solutions into business value, and manage a team of Product Solutions Engineers.

Core Responsibilities

- **Pre-Sales Technical Leadership:** Lead technical discovery sessions, design custom biometric software solutions, and serve as a trusted technical advisor throughout the sales cycle.
- **Technical Presentations & Demonstrations:** Deliver live, hands-on demonstrations, proof-of-concepts, and code walkthroughs to showcase actual system behavior.
- **Software Evaluation Management:** Define clear, measurable success criteria and technical validation processes for IB software product evaluations.
- **Deal Project Management:** Develop detailed project plans for customer engagements, managing timelines, third-party licensing, equipment acquisition, and risks.
- **Post-Sales Support & Lifecycle Continuity:** Oversee initial onboarding, deployment, deployment validation, and troubleshooting to ensure the solution delivered matches the solution sold.
- **Cross-Functional Collaboration:** Act as the central liaison between sales, engineering, product, and delivery teams to align customer needs with product capabilities.



Required Technical Qualifications & Competencies

- **Software Development:** (Advanced Proficiency)
Requirements: 5+ years with object-oriented programming (Java, C#, Python); API design/integration; SQL/NoSQL databases; Git; SDLC methodologies.
- **Technical Presentations:** (Advanced Proficiency)
Requirements: Live coding demonstrations, proof-of-concepts, responding to RFPs/RFIs, and running technical workshops.
- **Project Management:** (Advanced Proficiency)
Requirements: Project planning tools (Jira, MS Project); vendor/procurement management; risk mitigation; stakeholder reporting.
- **Biometric Technologies:** (Intermediate Proficiency)
Requirements: Fingerprint recognition, liveness detection, image quality, template generation/matching, and industry standards (ISO/IEC, ANSI/NIST).
- **Regulatory & Compliance:** (Intermediate Proficiency)
Requirements: GDPR principles (lawful basis, data subject rights, DPIAs, cross-border data transfer mechanisms).
- **Cloud & Infrastructure:** (Intermediate Proficiency)
Requirements: Cloud platforms (AWS, Azure, GCP); containerization (Docker, Kubernetes); CI/CD pipelines; security/scalability design.

Preferred Experience & Education

- **Education:** Bachelor's degree in Computer Science, Software Engineering, IT, or a related technical field (Master's preferred).
- **Professional Experience:** 7–10+ years in software development, solutions architecture, or technical pre-sales. Experience in biometric systems, identity management, or security solutions is highly valued.
- **Leadership Experience:** Proven ability to manage and mentor Product Solutions Engineers and influence cross-functional teams.
- **Industry Certifications (Preferred):**
 - *Privacy/Biometrics:* CIPP/E, CBSP, or CBSE.
 - *Cloud/Project/Security:* AWS/Azure Solutions Architect, PMP, PRINCE2, CISSP, or Security+.



Success Criteria & Performance Expectations

- **Technical Win Rates:** Increase technical conversion rates and improve solution repeatability.
- **Evaluation & Risk Management:** Establish rigorous quality benchmarks prior to software evaluations to reduce implementation risks.
- **Regulatory Assurance:** Apply privacy-by-design principles to ensure all deployments are fully compliant with GDPR and international data standards.
- **Lifecycle Smoothness:** Successfully transition accounts from pre-sales to deployment, resulting in reduced early-lifecycle issues and higher customer adoption.

Physical Demands & Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the Product Solutions Manager role.

- **Stationary Position:** Must be able to remain in a stationary position (sitting or standing) for prolonged periods (up to 75% of the workday) while working at a computer, writing code, or managing project plans.
- **Movement & Mobility:** Frequently required to move about inside the office to collaborate with engineering, sales, and product teams.
- **Communication & Expression:** Frequently communicates, presents, and conducts live technical demonstrations with internal stakeholders and external clients. Must be able to exchange accurate, complex technical information in these situations.
- **Visual Acuity:** Required to have close visual acuity to perform activities such as analyzing data, viewing a computer terminal, reviewing software code, and inspecting biometric technical specifications.
- **Cognitive Demands:** Must be able to handle complex problem-solving, manage multiple overlapping project timelines, and interpret dense regulatory/compliance frameworks under tight deadlines.