



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, with direct hands-on experience supporting and configuring GUI Applications and background service on Windows, Linux and Android platforms and on-premise network and storage environments.

Core Responsibilities

- **Pre-Sales Technical Leadership:** Lead technical discovery sessions, translate customer needs into product combinations and configurations, 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 in customer on-premise network and storage environments and on Windows, Linux and Android client devices 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: 3+ years with object-oriented programming (Java, C#, Python), including direct native application and/or service development and debugging on Windows, Linux and Android platforms; API design/integration; SQL databases.
- **Installation and Configuration of OS, Applications and Background Services**
Requirements: 2 years direct, hands-on experience configuring and troubleshooting APKs on Android and applications on Windows, Background Services on Windows and Liniz.
- **On-Premise Network & Storage Environments:** (Advanced Proficiency)
Requirements: Direct experience designing, deploying, or troubleshooting on-premise network architecture (LAN/WAN, VLANs, firewalls, VPNs, DNS/DHCP) and on-premise storage systems (SAN/NAS, RAID configurations, backup/replication); Active Directory and Windows Server administration; comfort working in air-gapped or restricted-network government/enterprise environments without cloud connectivity.
- **Technical Presentations:** (Advanced Proficiency)
Requirements: 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:** (Nice-to-Have)
Cloud platforms (AWS, Azure); containerization (Docker, Kubernetes); CI/CD pipelines.

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, with demonstrated direct experience supporting Windows, Linux and Android mobile/device deployments and on-premise network and storage infrastructure. 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:* Network+, CompTIA A+, or Microsoft Certified: Windows Server Hybrid Administrator, 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.