

**Druk Holding and Investments Ltd.**  
**Terms of Reference**  
**Sr. Manager (Product Management), NDI Project, InnoTech Department**

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### **Overall Job Description**

The InnoTech Department, DHI for implementing Bhutan National Digital Identity project is seeking an energetic, creative, collaborative, and highly motivated individual for the post of Product Manager to join our team as we enter the next phase of product development. If you are excited about technology and innovation, here's your chance to make a career of it while helping to advance the digital identity ecosystem in the country.

Reporting to the Director, you will be responsible for the company's flagship product line that provides electronic authentication, identity verification, and electronic signature related services for the country.

If you are fascinated by technology and innovation, are brilliant at multitasking, ready to tackle new challenges on a daily basis, and enjoy working in a fast-paced environment alongside bright and energetic individuals - we highly encourage you to apply for the position.

### **Specific Responsibilities**

The specific responsibilities are as given below:

The Sr. Manager of Product Management will be tasked with a wide range of activities related to product development and management. Regular responsibilities include, but are not limited to:

- Help define and prioritize the product strategy and roadmap for our platform that aligns with our business strategy and customer needs;
- Develop an understanding of market research, consumer research, usage analysis, usability studies and the competitive environment, and synthesize the findings into the product roadmap and product requirements;
- Drive product development from conception through launch in collaboration with engineering, vendors, UX, project management, and QA teams;
- Form product hypotheses; debate, defend, and iterate on them and adjust course based on qualitative and quantitative feedback;
- Define requirements, specifications, and user stories for new features and enhancements;
- Define and analyze the metrics that inform the success of our products; identifying opportunities to improve our products based on available data.

### **Education & Experience Criteria**

They must have:

- Master's degree in related field;
- Bachelor's degree in Economics/Business Management/Engineering or a related degree with a minimum of 50% aggregate.
- Min. of 5 years of relevant work experience (excluding the study period)

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**Person Specifications & Attributes**

- Excellent problem solving and analytical skills with the ability to think strategically about how to synthesize customer feedback into product opportunities;
- Experience conceiving and building products that drive engagement;
- Hands-on experience within an agile product development environment;
- Experience working closely with UX teams;
- Experience with multi-tenant SaaS products a plus;
- Experience developing internet products and technologies;
- A passion for SaaS and digital services;
- Exceptional presentation and communication skills - both verbal and written with the ability to speak clearly and concisely to both technical and non-technical audiences;
- A self-starter and entrepreneurial mindset, able to self-direct and ask for help when required;
- The intellectual curiosity, maturity, self-confidence, and interpersonal skills to work effectively and/or interact with colleagues, customers, and vendors as needed;
- The ability to drive and inspire cross-functional teams balanced with the ability to collaborate and build consensus around a shared vision.

Bonus: Prior experience in identity management, cybersecurity, or data privacy industries.

**Other requirements**

- DHI application form.
- Curriculum Vitae (CV) clearly indicating requirements referred to above.
- 2 referrals/recommendation letters from non-family related referees.
- Copies of (1) Degree Certificates, (2) Academic Transcripts, (3) Security Clearance Certificate (online), (4) Medical Fitness Certificate, and (5) Citizenship Identity Card.

**Employment Type**

- Contract

**Salary & Others Benefits**

- Salary and benefits shall be fixed within the existing DHI pay scales & in line with the DHI Service rules