



## Vice President, Technology and Product

### Company Overview

Add a Concierge (AaC) was developed by expert industry professionals to provide an innovative and cost-effective high touch solution for guests to ***get to the fun fast™!*** This comprehensive digital experience initiates and expands relationships between suppliers, guests and properties to add value for all participants involved. The result is a superior and informed approach at any destination type worldwide. You will be joining at an exciting stage in the company's growth.

### Job Overview & Responsibilities

As AaC Vice President, Technology and Product you will play a vital role in the pre-launch, launch and growth of the company. We are looking for an experienced technology executive to build and lead the company technology and product functions. This job calls out to an individual who: innately understands agile product development, software development and technical engineering from market requirements to design and implementation in a run-time environment; is an action-oriented doer; knows how to execute through systems and processes; thinks strategically; can pivot easily and effortlessly to respond to new and changing demands; and has a track record of selecting, engaging and motivating a team of talented people to deliver high-quality work on-time and within budget.

Success in this role means high execution on platform development, customer satisfaction, achievement of company origination targets and a product that supports the company's overall strategy and goals.

Responsibilities and expected outcomes will include such areas as the following:

- Complete the minimal viable business to business and business to consumer solutions for launch
- Develop an optimized cloud architecture roadmap that considers cost, utilization, performance availability and security
- Recruit a high-caliber agile product and software development team that drives superior product performance on an on-going basis
- Drive product development through innovative strategies and processes which align with the company's vision and goals in order to gain competitive advantage and enhance the firm's reputation/brand
- Collaborate effectively with internal stakeholders and product development to translate customer needs into responsive, actionable product requirements that are driven through to completion
- Develop a deep understanding of customers (including their segments and experience) and ensure the customer perspective is the driving force behind development, product and business activities and execution

- Specify market requirements and drive new products, features and services as a result of a thorough and complete understanding of the customer and market requirements and positioning including an understanding of what would be a good customer experience without the customer actually having to ask for it
- Manage the product life cycle from strategic planning to tactical execution
- Develop and manage the product roadmap
- Collaborate closely with stakeholders to facilitate the creation of functional specifications, requirement documents, and user guides
- Work closely with sales and marketing teams to ensure development and successful implementation of go-to-market plans
- Define data structures and object models, create algorithms to solve high-value industry problems, and map solutions to large “building blocks” of existing open source components and cloud services
- Make decisions that reduce scope in favor of simplicity
- Identify and articulate patterns in unstructured and unorganized content to translate and transform them into a solution that wows the customer
- Establish high standards and challenging goals for individual, team and organizational accomplishment
- Align communication, accountability, resources & processes to ensure strategic priorities yield measurable and sustainable results
- Tenaciously work to deliver team goals with the greatest potential for producing positive business results
- Effectively lead a team comprised of product managers, scrum master, software engineers, and user experience designers to deliver high-quality work on time and within budget
- Build strategic partnerships, both internally and externally, to collaboratively execute on business goals

## Qualification Requirements

To be successful in this role you must be able to collaborate effectively with the Founder/Chair of the Board and the CEO.

To be considered you must have, at a minimum, demonstrated the following experience and competencies. Individuals who do not have these competencies and experiences should not apply and will not receive a response from the company.

- Successfully selecting, engaging, motivating and leading a diverse team of people who have been known for delivering high-quality results on-time and within budget
- Experience in a progressive software environment
- Doing what it takes to get a product over the finish line
- Experience working with / in several industries (e.g. travel and hospitality, consumer products, retail are desirable)
- A demonstrated enthusiasm for and ability to work effectively in an entrepreneurial environment on substantive projects that have a direct impact on the bottom line success of the company

- Deep and broad experience in data, analytics, business intelligence and digital technology and how they can be used to enable great experiences and drive customer behaviors to produce business results across all touch-points
- Strong critical thinking, analytical and problem-solving skills
- Strong attention to detail and quality
- Strong business and technology acumen
- Prior management experience synthesizing product requirements, making the core technical design decisions, and creating detailed specifications for a team of developers to code and test
- Proven experience building organized, detail-oriented requirements and project plans and managing changing project requirements in a dynamic environment
- Experience working with and building strong partnerships with external technology providers
- Excellent communication skills including verbal, written, white-boarding and presentation to both small and large audiences
- Proven ability to effectively collaborate with, understand, and influence people from different levels of the organization
- Recent prior best practice experience with LAMP stack environment, JavaScript frameworks and libraries, Laravel, Github source management, and test automation such as PHPUnit
- Recent prior best practice experience implementing public and private cloud IT service models including AWS

Desirable qualifications include:

- Thought leadership in the spaces of marketing technology, digital marketing, online commerce and marketing technology platforms
- Experience building and leading impactful and global multi-disciplinary digital and marketing technology teams

This experience will usually be gained as a result of:

- 5+ years of hands-on production code development in a commercial software product or end-user software supporting a service offering
- 3+ years in a leadership position in application architecture, software engineering, or technical product
- 3+ years working with product management, software development and technology leadership, preferably in a high-growth ecommerce environment (with travel industry experience desired)
- Bachelor's degree in Business, Computer Science or related
- MBA or comparable Master's degree preferred

## To Apply

If you are ready to be hands on and strategic at the same time, while contributing to this company's pre-launch and growth phase, submit your resume to: [careers@addaconcierge.com](mailto:careers@addaconcierge.com)