



Service Product Manager

Armach Robotics, Inc. is revolutionizing ship husbandry using autonomous robots and artificial intelligence. Through a subscription service, Armach robots continuously clean ship hulls and provide regular hull surveys. Clean ship hulls result in substantially reduced operating costs, lower carbon emissions, and reduced environmental impacts while regular survey data provides the intelligence ship owners need to make on-time maintenance decisions. Using robots that are resident on ships and within ports and harbors that are supervised by remote operations specialists, Armach's service is scalable worldwide at a fraction of the cost required by traditional husbandry methods.

A key deliverable of Armach's service offering is a Service Offering Product. This product is the primary service line for Armach encompassing the in-field, both resident and pier husbandry operations, remote supervision, engineering, production and business model analytics.

Armach is currently seeking a dynamic, top performer for a fast-paced technical environment. The ideal candidate is excited to solve really hard problems, dedicated to 'getting it done,' and confident enough to work independently alongside the best of the best.

Job Description

The Service Product Manager will direct the development of Armach's service product to create and deliver a comprehensive solution to customers while working with them to refine requirements, integrate the solution, and formulate product development plans. The Service Product Manager will work with Armach stakeholders in business development, finance, production, field service, and engineering to ensure the program remains aligned with the greater organization and meets the expectations of customers fully. The fundamental service product offering of Armach is delivering always clean hulls to vessel owners. The Service Product Manager will be directly responsible for ensuring that this objective is met through the technology, methodology, and business model used.

The successful candidate has worked to coordinate multiple teams and projects delivering products. They have a track record of excellent communication, leadership without ego, and continual alignment with the customer's story. The ideal Service Product Manager understands the broader strategic objective of the organization and aligns their program accordingly. At Armach, the Service Product Manager will work with Armach leadership and stakeholders to balance schedule priorities and resolve resource conflicts. The Service Product Manager will demonstrate a general disposition of complete ownership and accountability for their programs, products, teams, and customer's satisfaction.

Responsibilities

- Manage the service product lifecycle from design and production to deployment, while ensuring the product meets the customer's expectations and the company's financial requirements.
- Manage the product requirements, description, and feature roadmap of the Hull Service Robot and related systems.
- Develop and maintain a financial model of Armach's service product across all possible deployments to advise and inform pricing, capitalization, and internal analysis.



- Manage the hull cleaning process and service product to ensure the service the company provides complies with local regulations, customer requirements, and company financial requirements.
- Work with company leadership to develop, analyze, implement, and maintain the strategy of the service product business segment.
- Work closely with the Data Product Manager to ensure that both segments are aligned and deliver a complete technical solution.
- Maintain regular communications with customer stakeholders to provide status and help refine requirements as the program progresses. Ensuring the customer's story is defined and well-represented is the primary requirement for the program.
- Maintain weekly communications with stakeholders from Armach's Finance and Customer Services groups to ensure projects are on-schedule, within budget, and meeting the customer's expectations.
- Build/scale their team and responsibilities appropriate to the growth of the organization.
- Provide clear communications to company leadership to identify any issues, with recommended solutions, that are blocking the team's successful performance.
- Flex, scale, and sever as needed to adapt to changing priorities, customer requirements, or technical barriers so that the Program is successful, and the customer is satisfied.
- At all times, maintain a clear focus on moving the ball and being 100% accountable for the success of the team, the project, and the company.
- All other responsibilities as reasonably assigned.

Requirements

- Bachelor's degree in Product Management, Business Management, Engineering or related field.
- Minimum 5 years relevant experience.
- Proven experience as a Product Manager or similar role.
- Experience in product lifecycle management.
- A background in the marine industry is a plus, but not required.
- Familiarity with Agile framework.
- Organizational and leadership abilities.
- Excellent communication skills.
- Problem-solving aptitude.
- Creative thinking skills.

To apply, please send your resume, salary requirements, and cover letter to careers@armachrobotics.com as PDF documents. The candidate must be eligible to work in the United States. This ideal candidate is based in Plymouth, MA. Occasional travel may be required.

Armach (<https://www.armachrobotics.com/>) is an equal opportunity employer. We offer a casual and fun work environment and provide our employees training and continuing education opportunities. Armach offers competitive salaries and a complete benefits package including full health insurance, 401(k), and paid vacation, holiday, and sick leave.