

DATE POSTED: February 26, 2020
CLOSING DATE: March 04, 2020 – 5:00 P.M.

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Job Announcement

The following Full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an online application at <https://store.ite.net/careers/> no later than the posted closing date above.

JOB TITLE:	POSTPAID PRODUCT SPECIALIST
DEPARTMENT:	MARKETING
LOCATION:	GUAM
SALARY LEVEL:	7
STARTING SALARY:	\$41,018.00 (negotiable based on experience)
FLSA STATUS:	EXEMPT
OPENINGS:	1
JOB POSTING #:	#8440 / #G-15-2020-02

Job Summary:

The Postpaid Product Specialist, under the guidance and supervision of the Director is responsible for defining, launching and maintaining assigned product.

The Postpaid Product Specialist will be expected to meet established Key Performance Indicators (KPI) in the areas of: subscribers, average revenue per user (ARPU), revenues, and cost to revenue metrics. The Postpaid Product Specialist is also responsible for performing competitive analyses, creating product roadmaps, new product launches, and providing all necessary training for new & existing services.

Essential duties and responsibilities:

The Employee will:

1. Know and uphold the established IT&E Mission, policies and procedures, relevant provisions of the union agreement, IT&E and Department objectives, quality assurance and safety programs and standards.
2. Create product roadmaps to establish guidelines, timelines, expectations and performance metrics.
 - Identify with the Head of Business Development and Analytics possible new products to bring to market
 - Secure approval for the initial roadmap for further development

3. Promote all assigned IT&E products and services through new product or service launches, promotions and pushes.
 - Formulate strategies and ideas for new product or service launches; create project plans and work with respective impacted parties to ensure the end to end process of the launch
 - Create supporting documentation to support the product launches (communication briefs, training documentation, SOPs, product description, and etc.)
 - Train frontline staff to ensure the new product launch is understood by all parties (training presentation)
 - Liaise and negotiate launch and promotion details, as needed, with internal and external partners and sister companies.
4. Take all possible pre- and post-launch steps to ensure product profitability and continuously monitor implementation performance.
 - Prepare forecasts, monitor business reviews, and update budgets on a regular basis through weekly tracking with the analytics group.
 - Ensure targets are met as established in the product management KPIs.
 - Manage and update budgets according to product launch and promotion expenditures, such as subsidies, advertising, promotional activities, and etc.
 - Conduct after action review of the new product launch and any promotions to ensure the goal is reached
 - Monitor and review performance, rationalize the portfolio by decommissioning, refining or adding new products and services to maximize subscriber and revenue potential.
5. Work with Marketing Department staff to make sure that the IT&E name is properly branded and the IT&E image is successfully visible during all product launches and any promotions and pushes.
6. Help build awareness in Guam and the CNMI that IT&E is a team of professionals with the best products and services in the Marianas Region.
7. Assist with any ad hoc issues/request of respective products
8. SME for respective products
9. Remain professionally current on the telecommunications industry and available products and services through seminars, conferences, professional memberships, and the review of research papers and reports, data trends, and professional journals.
 - Stay up to date on telecommunication trends and developments around the world, especially on advertising/marketing and user trends, which could impact the business
 - Monitor/be on the lookout for and recommend appropriate and ethical actions vs competitor activities
10. Supervise assigned staff in the accomplishment of the duties and responsibilities of this position.
11. Perform other related duties or tasks as assigned or required.
12. Assist other staff and functional areas in their areas of responsibilities, as needed.

Specialized Field – Postpaid Services

- Postpaid device/handset initial ordering
- Creating new Postpaid products (plans & services)
 - Project plans, templates, and documents must follow the same process
- Develop Postpaid holiday promotions and giveaways
- Developing OTT, VAS, and M2M that will benefit our Postpaid market and our market as a whole –seek out new vendors
- Accountable for our Postpaid KPI metrics as it relates to ARPU, target market, subscriber base, revenue generation, migration, and etc.
- Responsible for maintenance of our Postpaid products & services (includes trouble ticket monitoring and escalations)
- Monitor, re-evaluate, and decommission current Postpaid services & plans that are not meeting our goals/targets
- Develop, create, and maintain contract & vendor relationships for any Postpaid product
- Develop pricing for Postpaid handset/devices
- Ad hoc/critical issues for Postpaid services
- Works closely with Customer Service Manager on promotions, handset/device, plans, and targets
- Responsible for creating an after action review after every Postpaid product launch & promotional offer

Minimum Qualification Requirements:

Education: Bachelor's or Associate's degree from an accredited college or university in Marketing, Advertising, Communications, Business Management or related field preferred, but not required. Additional equivalent work experience can substitute for education.

Work Experience: Three years of progressive marketing and sales experience, preferably in the telecommunication areas of wireless sales, wireless product management, and/or marketing or equivalent experience in marketing of products/services in other industries.

Licensure/Certification/Professional Association:

None required.

Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. Marketing techniques, concepts and theories
 - b. Producing product marketing literature, films, and other point of sale materials
 - c. Principles and concepts of team building, strategic planning, and resource management
 - d. Telecommunications standards and practices, trends and technologies
 - e. Operation of the Company's network, Customer Service and supply management
 - f. Digital marketing techniques for social networks and media
2. Skills in:
 - a. Analyzing performance results to determine methods of improving service
 - b. Preparing written reports, statistics and analyses
 - c. Preparing and delivering oral presentations
 - d. Analyzing product needs and determining solutions
 - e. Facilitating team and client meetings effectively

- f. Managing human and material resources.
 - g. Researching and analyzing market trends
 - h. Using a personal computer and applicable software programs
 - i. Developing financial analyses and business metrics
- 3. Ability to:
 - a. Comprehend the technical aspects of wireless telecommunications products and services
 - b. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing
 - c. Plan, coordinate, review and correctly modify projects, programs, activities and events to ensure their success
 - d. Deliver mass marketing and promotional program activities
 - e. Create a team environment and maintain employee moral; work as the lead or member of a project team
 - f. Perform in a self-directed, hard-working, creative and forward thinking manner
 - g. Travel for both short and extended durations
 - h. Resolve and/or escalate issues in a timely fashion

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, national origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace