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VP - Product Management

About Peritus.ai

Peritus is a funded startup created at The Hive in Palo Alto, CA that delivers artificial intelligence based virtual support expert systems for datacenter service fulfillment and incident resolution. Peritus significantly enhances operational efficiencies of existing support services, and enables managed service providers & system vendors to offer new business continuity entitlements. Peritus assists & automates a wide spectrum of decisions in system support including incident classification, routing, contract coverage, incident resolution recipes and orchestration of incident management between subject matter experts (SMEs).

Peritus' unique vectorization of system log data drives predictive modeling with highly granular feature extraction for early detection of system events. The platform's advanced natural language processing (NLP) capabilities drive Peritus' incident modeling and predictive capabilities. The core service fulfillment engine uses a combination of supervised and unsupervised methods to predict incident features from system log data. Peritus delivers automated orchestration of incident resolution through its close integration with existing incident management platforms.

About the role

The VP Product Management role gives the successful candidate the opportunity of championing the disruptive wave of artificial intelligence in the multi-billion-dollar datacenter support and service market, while being a startup executive in the Bay Area. Peritus redefines datacenter support & service entitlements and the economics of their fulfillment paving the way for their distribution at the granularity of cloud-native applications. This is a giant leap from the state-of-art world of fat service contracts sold or leased along with datacenter systems. Peritus' customers include datacenter system vendors, managed service providers and cloud (XaaS) service providers. The role is pivotal to delivering the product vision through leading all aspects of product management, product partnership management, early customer success and technical product marketing.

Responsibilities

- Drive Peritus' product vision, direction, and business plans, including product plans/roadmaps, product evolution and product lifecycle
- Derive measures to quantify Peritus' product success and device strategies to deliver customer delight. This includes developing business cases, identifying and assessing business opportunities and determining strategic fit conditioned by technical feasibility.
- Identify, develop, and manage contractual, technical, and consulting relationships with strategic partners and providers, including joint ventures and projects
- Gather, validate, and evaluate product/market requirements through market and customer research, competitive and product research.
- Develop functional specifications for assigned product features to include effective product and user interface design, rapid prototyping, product validation testing, and usability testing, while ensuring that the product strategy is adhered to throughout the product life cycle
- Drive the pricing and cross functional requirements (sales, channels, services and marketing) in order to bring offer(s) to market
- Work very closely with engineering to drive disruptive innovation and development prioritization at the fast pace of an early-stage startup
- Represent Peritus in industry-wide forums

About you

- You have deep domain background in technical customer support, escalation engineering management, customer-facing datacenter product delivery and product quality management
- You have familiarity with technical support platforms including those used for incident management, incident analyses, bug tracking and customer entitlement management
- You have deep experience with the organization of engineering IT including planning, system & service procurement, SLA delivery and support

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- You have an engineering background with familiarity of trends in service automation disrupting enterprise datacenter support like AI, NLP and conversational agents
- Exposure to managed infrastructure service and cloud hosting infrastructure service management very desirable
- You are smart, get things done, have great energy and thrive in a fast paced early-stage startup environment
- You have passion for creating customer value by applying cutting edge innovations in data science & technology
- You have a track record of bringing disruptive technologies to market
- You can rally developer communities with excitement around new capabilities and business models driven by technology disruptions
- You have a deep understanding of machine learning, knowledge-based ontologies and data processing technologies

Please send your resume to **jobs@peritus.ai**.